

Economy and Resources Scrutiny Committee Agenda



**9.30 am, Thursday, 10 September 2020
via Microsoft Teams**

In accordance with Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020, this meeting will be held on a virtual basis. Members of the Public can view a live stream of the meeting at:

<https://www.darlington.gov.uk/livemeetings>

Members of the Public may approach their Ward Councillors (who are allowed to attend the meeting) and request that they put their views to Committee.

1. Introductions/Attendance at Meeting
2. Declarations of Interest
3. Minutes
 - (a) 9 July 2020 (Pages 1 - 2)
 - (b) 16 July 2020 (Pages 3 - 6)
4. Darlington Borough Council and Microsoft 365 - Pre, During and Post Covid 19 – Presentation
5. Complaints, Compliments and Comments - Annual Report 2019/20 – Report of the Managing Director (Pages 7 - 106)
6. Review of Complaints Made to Local Government Ombudsman – Report of the Managing Director (Pages 107 - 114)
7. Economic Indicators - Impact of COVID 19 - Presentation

8. Greater Faverdale (Burtree Garden Village) - Design Code –
Report of Director of Economic Growth and Neighbourhood Services
(Pages 115 - 178)
9. Investment Fund - Update –
Report of the Managing Director
(Pages 179 - 188)
10. Work Programme (Pages 189 - 202)
11. SUPPLEMENTARY ITEMS (if any) which in the opinion of the Chair of this
Committee are of an urgent nature and can be discussed at this meeting
12. Questions



Luke Swinhoe
Assistant Director Law and Governance

Wednesday, 2 September 2020

Town Hall
Darlington.

Membership

Councillors Bartch, Boddy, Crudass, Durham, Harker, L Hughes, Mrs D Jones,
McEwan, Paley, Renton and Tait

If you need this information in a different language or format or you have any other queries on this agenda please contact Shirley Wright, Democratic Manager, Resources Group, during normal office hours 8.30 a.m. to 4.45 p.m. Mondays to Thursdays and 8.30 a.m. to 4.15 p.m. Fridays E-mail: shirley.wright@darlington.gov.uk or telephone 01325 405998

ECONOMY AND RESOURCES SCRUTINY COMMITTEE

Thursday, 9 July 2020

PRESENT – Councillors Durham (Chair), Bartch, Boddy, Crudass, Harker, L Hughes, Mrs D Jones, McEwan, Paley, Renton and Tait

APOLOGIES –

ABSENT –

ALSO IN ATTENDANCE – Councillor Johnson

OFFICERS IN ATTENDANCE – Elizabeth Davison (Assistant Director Resources), Mark Ladyman (Assistant Director Economic Growth) and Shirley Wright (Democratic Manager)

ER1 APPOINTMENT OF CHAIR

RESOLVED – That Councillor Durham be appointed Chair of this Scrutiny Committee for the Municipal Year 2020/21.

ER2 APPOINTMENT OF VICE-CHAIR

RESOLVED – That Councillor Tait be appointed Vice-Chair of this Scrutiny Committee for the Municipal Year 2020/21.

ER3 DECLARATIONS OF INTEREST

There were no declarations of interest reported at the meeting.

ER4 TIMES OF MEETINGS

RESOLVED – That, for the Municipal Year 2020/21, meetings of this Scrutiny Committee be held at 9.30 a.m. on the dates as agreed by Cabinet.

ER5 MINUTES

Submitted – The Minutes (previously circulated) of a meeting of this Scrutiny Committee held on 6 February, 2020.

Following a question by a Member in relation to Minute ER33/Feb/20, replacement and re-location of the Town Centre footfall counters, the Assistant Director Economic Growth reported that he would provide an updated position to Members.

RESOLVED – That the Minutes be approved as a correct record.

ER6 WORK PROGRAMME

The Managing Director submitted a report (previously circulated) requesting that consideration be given to the work programme of this Scrutiny Committee for the

Municipal Year 2020/21.

It was reported that the work programme (also previously circulated) was a starting point based on items and issues which had previously been considered by this Scrutiny Committee and from Officers recommendations on areas Members might wish to scrutinise, however, it was for Members to consider and include any additional items.

Particular reference was made to the need for the Forward Plan to be aligned with this Scrutiny Committee's work programme for those areas within its remit and for this Scrutiny Committee to focus on the Town Centre Strategy, particularly the implications on businesses and the economy as a result of Covid-19, and it was suggested that this be a regular update to each meeting of this Scrutiny Committee.

In view of the timescales for reporting and the scheduled dates for meetings of this Scrutiny Committee, it was reported that the year-end sickness out-turn and the year-end health and safety out-turn reports would be circulated to Members outside of the formal scrutiny process and Members were requested to consider the information in both reports and forward any questions onto officers to enable a response to be provided.

RESOLVED – That the work programme be approved.

ECONOMY AND RESOURCES SCRUTINY COMMITTEE

Thursday, 16 July 2020

PRESENT – Councillor Durham (Chair), Bartch, Boddy, Crudass, Harker, L Hughes, Mrs D Jones, McEwan, Paley, Renton and Tait

APOLOGIES –

ABSENT –

ALSO IN ATTENDANCE – Councillor Johnson

OFFICERS IN ATTENDANCE – Elizabeth Davison (Assistant Director Resources), Luke Swinhoe (Assistant Director Law and Governance), Anthony Sandys (Head of Housing and Revenues) and Shirley Wright (Democratic Manager)

ER7 DECLARATIONS OF INTEREST

Councillor McEwan declared an interest in Minute ER8 below as a lay member of the Darlington Primary Care Network. There were no other declarations of interest reported.

ER8 COVID UPDATE

The Managing Director submitted a report (previously circulated) advising Members of the actions taken within the service areas of this Scrutiny Committee over the previous months in relation to COVID-19, including the financial implications to the Council, the implications on Darlington businesses and the overall economy, how services had operated during the pandemic and the fundamental way in which and employees had adopted to new ways of working.

It was reported that, although, to date, this Council had received a £6.231 million grant as part of the Governments £3.2 billion funding provided to support local Council's COVID 19 response, there was still an anticipated shortfall of £8 million this financial year. The submitted report highlighted four main pressure areas in relation to this Council's finances as a result of COVID-19 ie additional expenditure, loss of income, an increase in applications for Council Tax support and Council Tax and non-domestic rates income losses.

The Assistant Director Resources emphasised that the figures within the report were based on the assumption that there would be no further income from the Hippodrome during 2020, a graduated return of income in relation to the Dolphin Centre and a return of car parking charges later in the year.

Members were advised that there was still a significant amount of uncertainty with regard to future budget pressures and the projected pressure was significant in the context of the Council's Medium-Term Financial Plan, however, at this stage, the deficit in 2020/21 could be met from the general reserves fund.

In addition to the above, the Assistant Director Resources reported that, on 2 July

2020, the Government had announced a further package of support to Council's to assist with spending pressures and had launched a new scheme to help reimburse lost income, where 75 pence of every £1 lost over and above the initial five per cent of planned income from sales, fees and charges would be covered, however, as details of how this funding would be allocated had not been agreed, it had not been taking into account in the figures included within the submitted report.

In relation to Council Tax and Business Rates collection, Members were advised that despite the challenges faced to residents and businesses, collection levels were only slightly lower than the same period in 2019/20 with £10.9 million of Council Tax and £3.6 million of Business Rates collected.

Following a question by a Member, it was reported that the Council Tax Support Scheme was in place to assist residents and that there was an option to defer payment for two months if needed, however, most residents were continuing to pay

It was also reported that, during the lock down period, there had been a significant increase in the number of residents applying for Housing Benefit and Council Tax support with the overall total at 11,992, (an increase of 12 per cent) the highest level since May 2016.

The Assistant Director Economic Growth updated Members on the work undertaken to support businesses both financially and operationally during the pandemic and reported that Officers had worked hard to ensure that the business grant funding which had been received was distributed to those businesses eligible as quickly as possible to assist them and, in doing so, placed the Council in the top 10 quickest payers in the Country at one stage during the process.

Following a question by a Member in relation to those applicants who did not qualify for funding under the Discretionary Grant Scheme, an explanation was given as to the possible reasons why i.e. funding being received from elsewhere, small organisations and to the signposting to other areas of support. It was reported that although a number of business in the town were now open safely, it was not yet known how many businesses may not re-open.

The submitted report also highlighted the work done by Building Services in relation to urgent and emergency repairs during the lock down period and comparable information for the same period last year was requested; the current position of the Customer Services area within the Town Hall, which largely remains closed and a review which had been undertaken of the current capital programme to prioritise those projects in relation to the ability to restart them in accordance with relevant guidance.

Members were also updated on the significant work undertaken by HR, which included inter alia, ascertaining employee skills over and above their usual job roles which could be used in an emergency and which could be maintained on an annual basis in future, absence levels and testing, staff well-being, the application of the Government's Furlough Scheme for some employees who could not work due to the closure of facilities and the support given by the Health and Safety Team to assist Managers with reviewing work practices and risk assessments to ensure the safety of staff and members of the public. Following a question by a Member, it was also

confirmed that employees who were working from home were required to undertake the necessary DSE risk assessment and that any equipment such as desk, chairs etc which might be needed could be taken to be used. Support would also be given to help staff adjust to returning to work if needed. It was also highlighted that to assist staff with caring commitments etc at home, flexible working patterns were being encouraged with the focus being on work output.

It was reported that the RIDDOR Regulations had been updated in April 2020 to include COVID-19 as a notifiable disease and that the Council was required to investigate any cases where an employee had tested positive for COVID 19 to establish whether it was likely exposure because of their work and therefore reportable to the Health and Safety Executive. To date seven employees had been subject to an investigation, however, none of those employees had been deemed to have contracted the virus from the work environment.

Particular references were also made to the re-instatement of the democratic processes of the Council and the work undertaken by the Democratic Unit to equip and support Members with remote meetings, the work of the legal team, procurement, complaints and information governance and the registrars service.

Reference was made to the rough sleepers grant which was still to be claimed through a bidding process to assist local authorities with the cost of providing accommodation and services for rough sleepers; the detail of the Government's scheme to re-imburse 75 pence of every £1.00 lost over and above the initial planned five per cent of planned income from sales etc and how long that might be in effect for, the lobbying by the Association of North East Council's for additional Government support to assist Councils with the cost of the Local Council Tax Support Scheme and the continuation of the Council's flu vaccination programme for staff which was funded by Public Health

Following discussion, it was confirmed that a 'lessons learnt' feedback record was being maintained by the Civic Contingencies Unit and that work was on-going to prepare for a second wave should it occur. It was suggested that the lessons learnt log could be something which could be looked at by this Scrutiny Committee

RESOLVED – (a) That the submitted report be received.

(b) That the thanks of this Scrutiny Committee be extended to all staff for the way they have adapted to the challenges faced during the current pandemic.

(c) That this Scrutiny Committee continues to monitor and scrutinise the effect of COVID -19 on those areas within its remit.

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ECONOMY AND RESOURCES SCRUTINY COMMITTEE **10 September 2020**

COMPLAINTS, COMPLIMENTS AND COMMENTS ANNUAL REPORTS 2019/20

SUMMARY REPORT

Purpose of the Report

1. To consider the 2019/20 Complaints, Compliments and Comments Annual Reports for :-
 - Adult Social Care;
 - Children's Social Care;
 - Corporate;
 - Housing;and
 - Public Health

Summary

2. Attached at **Annex 1** is the 2019/20 Complaints, Compliments and Comments Annual Report which is due to be considered by Cabinet at its meeting on 15 September, 2020.
3. The Council constantly strives to ensure an organisational culture in which complaints are accepted, owned and resolved as quickly as possible and one in which learning from complaints is used to improve services.
4. It is a statutory requirement for the Council to produce annual reports in respect of representations received under the Adult Social Care, the Children's Social Care and the Public Health Complaints, Compliments and Comments Procedures.

Recommendation

5. It is recommended that Members consider the 2019/20 Complaints, Compliments and Comments Annual Reports and forward any views to Cabinet for consideration

Paul Wildsmith
Managing Director

Background Papers

No background papers were used in the preparation of this report.

S17 Crime and Disorder	There are no specific crime and disorder implications in this report.
Health and Well Being	There are no issues relating to health and well being which this report needs to address.
Carbon Impact and Climate Change	There are no specific carbon impact issues in this report.
Diversity	The report does not contain any proposals that impact on diversity issues.
Wards Affected	All wards are affected.
Groups Affected	No specific groups are particularly affected.
Budget and Policy Framework	This decision does not represent a change to the budget and policy framework.
Key Decision	The report does not require a key decision.
Urgent Decision	The report does not require an urgent decision.
One Darlington: Perfectly Placed	The subject matter of the report, the Councils financial standing and financial management, is critical to delivery of the SCS, but this report does not contain new proposals.
Efficiency	The report contains updated information regarding efficiency savings contained in the MTFP.
Impact of Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers

**CABINET
15 SEPTEMBER 2020**

ITEM NO.

**COMPLAINTS, COMPLIMENTS AND COMMENTS
ANNUAL REPORTS 2019/20**

Responsible Cabinet Members

Councillor Charles Johnson – Deputy Leader and Resources

Responsible Directors

**Paul Wildsmith, Managing Director
Suzanne Joyner, Director of Children and Adults Services
Ian Williams, Director of Economic Growth**

SUMMARY REPORT

Purpose of the Report

1. To provide Cabinet with the 2019/20 Complaints, Compliments and Comments Annual Reports for:
 - Adult Social Care (**Appendix 2**);
 - Children's Social Care (**Appendix 3**);
 - Corporate (**Appendix 4**);
 - Housing (**Appendix 5**); and
 - Public Health (**Appendix 6**).

Summary

2. It is important that the Council's complaints, compliments and comments procedures are accessible so people can tell us what they think about the services we provide. The Council constantly strives to ensure an organisational culture in which complaints are accepted, owned and resolved as quickly as possible and one in which learning from complaints is used to improve services.
3. The Council received a total of 838 complaints during 2019/20, an increase from 825 complaints during 2018/19.
4. The Council received a total of 292 compliments during 2019/20, an increase from 280 in 2018/19.
5. The Council received a total of 168 comments during 2019/20, a decrease from 240 in 2018/19.
6. A summary table is provided at **Appendix 1**.

7. The production of an annual report in respect of representations received under the Adult Social Care Complaints, Compliments and Comments Procedure is a requirement of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.
8. The production of an annual report in respect of representations received under the Children's Social Care Complaints, Compliments and Comments Procedure is a requirement of the Children Act 1989 Representation Procedure (England) Regulations 2006.
9. The production of an annual report in respect of representations received under the Public Health Complaints, Compliments and Comments Procedure is a requirement of the NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

Recommendation

10. It is recommended that:

- (a) Cabinet notes the content of the attached reports.
- (b) Cabinet endorses the further recommendations made in the Adult Social Care, Children Social Care, Corporate and Housing Complaints, Compliments and Comments Annual Reports.

Reasons

11. The recommendations are supported by the following reasons:

- (a) To make Cabinet aware of the number and nature of the complaints, compliments and comments received by the Council and the organisational learning that has taken place as a result.
- (b) To enable the Council to further improve its services as a result of the complaints, compliments and comments received and improve satisfaction with complaints handling.

Background Papers

Note: No background papers were used in the production of this report.

Lee Downey,
Complaints and Information Governance Manager
Extension 5451

S17 Crime and Disorder	There is no specific impact on Crime and Disorder.
Health and Wellbeing	The purpose of the Adult Social Care Complaints, Compliments and Comments Annual Report is to improve the service we provide to service users and their carers.
Carbon Impact and Climate Change	There are no specific recommendations contained within the attached reports concerning Carbon Reduction.
Diversity	Complaint investigations have led to service improvements for people with protected characteristics.
Wards Affected	All.
Groups Affected	All.
Budget and Policy Framework	This report does not have a direct impact on the Budget and Policy Framework.
Key Decision	This report does not constitute a Key Decision.
Urgent Decision	This report does not require an Urgent Decision.
One Darlington: Perfectly Placed	Learning as a result of complaints contributes towards all of the delivery themes.
Efficiency	The revised procedures aim to improve the efficiency with which complaints are handled. The recommendations contained within the appended reports aim to reduce risk and improve efficiency in the way we interact with our customers.
Impact on Looked After Children and Care Leavers	The purpose of the Children's Social Care Complaints, Compliments and Comments Annual Report is, in part, to improve the service we provide to Looked After Children and Care Leavers.

MAIN REPORT

Background

12. Our aim is to put people first and provide them with the best possible service. To make this aim a reality it is important people have the opportunity to tell us what they think about the services we provide. The Council's Complaints, Compliments and Comments Procedures are one way they can do this. They can tell us when we get things wrong so we can put them right. They can also tell us when we get things right, make comments about the things we do and suggest new ways of doing things.
13. We understand that sometimes it is difficult to complain and work hard to ensure an organisational culture in which complaints are seen as a positive means of engagement and an opportunity for the Council to learn and improve services. If people do need to complain we always take their concerns seriously, treat them fairly and with respect and assure them they will not receive a poorer service as a result.

Information and Analysis

14. There was an increase in the overall number of representations made under the Adult Social Care Complaints, Compliments and Comments Procedure during 2019/20. There was a small increase in the number of complaints received, a significant increase in the number of compliments received and a small decrease in the number of comments received. Full details are attached at Appendix 2.
15. There was a decrease in the overall number of representations made under the Children's Social Care Complaints, Compliments and Comments Procedure during 2019/20. There was a decrease in the number of complaints received at Stage 1 of the procedure, a decrease in the number of complaints received at Stage 2 and a decrease in the number of complaints received at Stage 3. There was also a decrease in the number of compliments received, while the number of comments received remained the same as in 2018/19. Full details are attached at Appendix 3.
16. There was a decrease in the overall number of representations made under the Corporate Complaints, Compliments and Comments Procedure during 2019/20. Although there was an increase in the number of complaints received at Stage 1, there was a decrease in the number of complaints received at Stage 2 of the procedure. There was a decrease in the number of compliments received and a significant decrease in the number of comments received. Full details are attached at Appendix 4.
17. There was an increase in the number of representations made under the Housing Complaints, Compliments and Comments Procedure during 2019/20. There was a decrease in the number of complaints received at Stage 1 and Stage 2 of the procedure. The number of complaints received at Stage 3 remained the same as in 2017/18. There was a significant increase in the number of compliments received, while the number of comments received remained the same as in 2018/19. Full details are attached at Appendix 5.

18. There was an increase in the number of representations made under the Public Health Complaints, Compliments and Comments Procedure during 2019/20. There was an increase in complaints, an increase in compliments and the number of comments received remained the same. Full details are attached at Appendix 6.
19. Some examples of organisational learning resulting from complaints have been extracted from the appended reports and are provided below.
20. *Adult Social Care Complaints:*
 - (a) Following a complaint regarding a financial assessment it was agreed all social workers and community support officers would make it clear in assessment what level of care the person has been assessed as needing i.e. residential standard care/residential EMI/funded nursing care or fully health funded. The care home were also asked to ensure that families were aware that residents can be given EMI residential enhanced care on both the first and second floor of the home as families must know what level of care their family member is receiving at any time within their care journey.
 - (b) A complaint for Mental Capacity Act/Deprivations of Liberty Safeguards (MCA/DOLS) resulted in Safeguarding Adult Managers being reminded of the timescales for completing Safeguarding Initial Enquiries and that if new information comes to light during the initial enquiries this must be passed on to relevant professionals to investigate.
 - (c) As a result of a complaint for the Ongoing Assessment & Intervention Team (OAIT) it was agreed the social worker would repeat the Council's Data Protection training. It was also agreed social workers would ensure people with a Lasting Power of Attorney are given information and that if they do not respond to telephone calls and messages social workers would write to them to ensure they are fully informed at all times.
 - (d) Following a complaint for the Short Term Assessment & Review Team (STAR) all staff were briefed on the importance of sharing information in relation to Financial Assessments, directed to the policy and advised to provide copies of the information leaflet to all new clients and clients with a change in need i.e. moving from domiciliary support to residential. It was also agreed managers would ensure social workers discuss and record charging implications for the individual with them and/or their financial agent and leave documentation following assessment so they can refer to this for recall of the visit. The Council also committed to reviewing the "Making a contribution" section of the assessment on Liquid Logic (the Council's electronic social care records management system).
21. *Children's Social Care Complaints:*
 - (a) Following a complaint for Life Stages 0 -25 it was agreed the team would develop a letter template and send a letter to recipients of Direct Payments clearly setting out when the payment will end. It was also agreed the Team Manager would contribute to a review of the Direct Payments process to ensure it was clear when a payment ends.

- (b) Following another complaint for Life Stages 0 – 25 it was agreed the Council would review its training in respect of PREVENT and the Channel Panel.
- (c) As a result of a complaint for Safeguarding Team A, social workers were reminded to ensure that they continue to consult with parents when children have been removed from their care so that they are fully involved in on-going assessments and involvement by the Local Authority.
- (d) Following a further complaint for Safeguarding Team A social workers were reminded that when sensitive personal information in respect of members of the family is to be included within reports, this should be made clear to the family.
- (e) A complaint for Fostering led to an agreement that an audit of Special Guardianship Order (SGO) allowance payments would be undertaken and appropriate action taken to address any issues identified.

22. *Corporate Complaints:*

- (a) Following a complaint for the Special Educational Needs and Disabilities (SEND), it was agreed that the views of Foster Carers involved in the Education, Health and Care (EHC) Plan process would be properly recorded. It was also agreed that the Council would review its policies, procedures or processes to ensure that where a child with an EHC Plan is out of education, the Council reviews or amends their EHC Plan in accordance with the timescales set out in the Special educational needs and disability code of practice: 0 – 25.
- (b) As a result of a complaint for Highway Network Management, it was arranged for a dropped kerb to be placed on double yellow lines adjacent to a disabled parking bay near South Park.
- (c) A complaint to the Hippodrome resulted in a review of processes regarding customers causing a disturbance, this also led to additional training with the front of house team and also ensured the security firm communicate clearly to managers.
- (d) As a result of a complaint to Customer Services, the scanning stations were moved further away from the kiosk to allow further access and more privacy.
- (e) Following a complaint to the Elections Team regarding delayed receipt of ballot papers, it was agreed that future mailings will go directly into the Royal Mail, rather than via Adare Post.
- (f) A complaint regarding Council's disregard of its statutory obligations under Regulations 113 (7) & (8) of the Public Contracts Regulation 2015 resulted in the necessary information being published on the website.

23. *Housing Complaints:*

- (a) Following a complaint for Housing Management Services officers were reminded of the importance of the correct procedure to follow when considering requests for major adaptations.

- (b) Following another complaint for Housing Management Services officers who are responsible for carrying out void inspections were reminded of all the items they are required to inspect.
 - (c) Following a further complaint for Housing Management Services the process was changed to ensure vans always have at least one of a particular boiler on shelf in future.
 - (d) As a result of a complaint for Income Management it was recommended that the Council considers how it can better plan works to ensure they are included in Section 125 notices in future; thereby ensuring they can appropriately charge leaseholders and reduce the likelihood of complaints/claims from leaseholders who have undertaken works which were planned, but of which they were not notified.
 - (e) A complaint for Service & Repairs identified there was a need to improve knowledge of a particular type of heating system, ensure spare parts are available for a quick response and have full units in stock in case they need to be exchanged.
24. The further recommendations set out in the Adult Social Care, Children Social Care, Corporate and Housing Complaints, Compliments and Comments Annual Reports are:
- (a) The Council should ensure Adult Services complaints are responded to in a timely manner and that where an extension is required this is communicated to the complainant and properly recorded.
 - (b) The Council should continue to work to improve performance against the Stage 2 response timescale for Children's Social Care complaints.
 - (c) The Council should work to improve performance against the Stage 2 response timescale for Corporate complaints.
 - (d) The Council should continue to work on improving performance against the Stage 2 response timescale for Housing complaints.

Outcome of Consultation

25. No consultation was required in preparing this report.

Appendix 1

Total Representations by Year

Type of representation	2019/20	2018/19	2017/18	2016/17	2015/16
Complaints					
Corporate					
Stage 1 complaints	632	623	628	402	403
Direct to Stage 2 complaints	15	1	8	10	11
<i>Total complaints</i>	<i>647</i>	<i>624</i>	<i>636</i>	<i>412</i>	<i>414</i>
Stage 1 escalated to Stage 2	44	70	80	51	47
<i>Total Stage 2 complaints</i>	<i>59</i>	<i>71</i>	<i>88</i>	<i>61</i>	<i>58</i>
Adult Social Care	67	64	92	44	49
Children's Social Care					
Stage 1 complaints	57	67	54	58	54
Stage 2 complaints	10	16	16	16	14
Stage 3 complaints	3	4	2	5	3
Housing					
Stage 1 complaints	65	69	86	86	94
Direct to Stage 2 complaints	1	1	0	0	0
<i>Total complaints</i>	<i>66</i>	<i>70</i>	<i>86</i>	<i>86</i>	<i>94</i>
Stage 1 escalated to Stage 2	6	9	18	14	15
<i>Total Stage 2 complaints</i>	<i>7</i>	<i>10</i>	<i>18</i>	<i>14</i>	<i>15</i>
Stage 3 complaints	0	0	0	0	0
Public Health	1	0	3	3	0
Compliments					
Corporate	170	199	79	106	173
Adult Social Care	62	33	6	13	33
Children's Social Care	7	19	12	4	6
Housing	49	28	19	34	31
Public Health	4	1	0	0	0
Comments					
Corporate	166	236	224	195	143
Adult Social Care	0	2	0	0	0
Children's Social Care	0	0	0	0	1
Housing	2	2	0	3	5
Public Health	0	0	0	1	0



Adult Social Care Complaints, Compliments and Comments Annual Report 2019/20

Contents

Introduction	3
Local Government and Social Care Ombudsman (Health Services Ombudsman)	4
Information and Accessibility	4
Advocacy	4
Summary	5
Review of the Year	6
- Breakdown of all Representations	6
- Total Complaints, Compliments and Comments Received 2019/20	6
- Breakdown of Compliments by Service Area/Team	7
- Breakdown of Complaints by Service Area/Team	8
- Breakdown of Complaints by Issue	10
- Complaint Outcomes	11
- Local Government Ombudsman Complaints Received 2019/20	11
- Local Government Ombudsman Complaint Outcomes 2019/20	11
Organisational Learning	12
Further Recommendations	13
Performance against the Procedure	13
Performance Indicator for 2019/20	14

Introduction

The purpose of this annual report is to inform service users, carers, the public, Council Members and staff of the effectiveness of the Adult Social Care Complaints, Compliments and Comments Procedure (the procedure).

On the 1 April 2009 the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 (the regulations) came into force following the consultation 'Making Experiences Count' by the Department of Health. The consultation found that the complaints processes for people receiving both health and social care services were overly complex and inflexible.

As a result the legislation introduced altered the way in which complaints are handled introducing a single joint complaints process for both social care and health services, with one stage as opposed to the previous three stage process used in relation to adult social care services. The regulations also introduced a duty for health and social care services to cooperate.

The Council implemented a new procedure on the 1 April 2010 providing a local framework to ensure complaints are handled effectively and in line with the regulations.

The procedure aims to:

- (a) Make it as easy and accessible as possible for service users and their carers to raise complaints;
- (b) Foster an organisational culture in which complaints are accepted, owned and resolved as efficiently as possible;
- (c) Ensure high levels of customer satisfaction with complaints handling;
- (d) Resolve individual issues when they arise and reduce the number of complaints referred to the Ombudsman; and
- (e) Enable the Council to identify topics and trends in relation to adult social care complaints and improve services as a result.

The Assistant Director Adult Services is the responsible person for ensuring that the Council complies with the arrangements made under the regulations. They act as the 'Adjudicating Officer', which means they make decisions on complaints and decide what action should be taken in light of the outcome of a complaint.

The Complaints and Information Governance Manager (Complaints Manager) is the responsible person for managing the procedure for handling and considering complaints in accordance with the agreements made under the regulations.

Local Government and Social Care Ombudsman (Health Services Ombudsman)

Although complainants can refer their complaints to the Local Government and Social Care Ombudsman (LGSCO) from the outset, the LGSCO will not normally investigate until the Council has conducted its own investigation and provided a response. Where it has not been possible for the complaint to be resolved to the satisfaction of the complainant they may refer the matter to the LGSCO (or Health Services Ombudsman for some joint complaints).

Information and Accessibility

We are committed to making sure that everyone has equal access to all our services, including the complaints procedure. To help make sure the Council's complaints procedures are easily accessible we have produced two leaflets (one for children and young people and one for adults) covering all Council services to reflect the single point of access for complainants within the Council. The leaflets are available in all Council buildings. They have been written in line with the Plain English Campaign standards. The title is written in the most commonly used community languages and it contains details on how to access the information in other formats, for example, large print, audio and Braille.

Information is available on the Council's website. There is also an electronic form which people can use to make a complaint, pay someone a compliment or pass comment on Council services. People may make a complaint in any format they wish. This can be in writing, by email, via the web, over the phone, in person or by any other reasonable means.

The Complaints Manager can arrange advocates and interpreters (including British Sign Language interpreters) where appropriate.

Advocacy

During 2019/20 the Council commissioned an advocacy service which provides RPRs (Relevant Persons Representatives), IMCAs (Independent Mental Capacity Advocates), IMHAs (Independent Mental Health Act Advocates), Court of Protection Advocacy, and Care Act Advocates. This is provided by Darlington association on Disability (DAD)

The Council also commissioned Specialist Advocacy / Welfare Rights services for adults with a sensory impairment, and NHS Complaints Advocacy on behalf of the NHS.

Summary

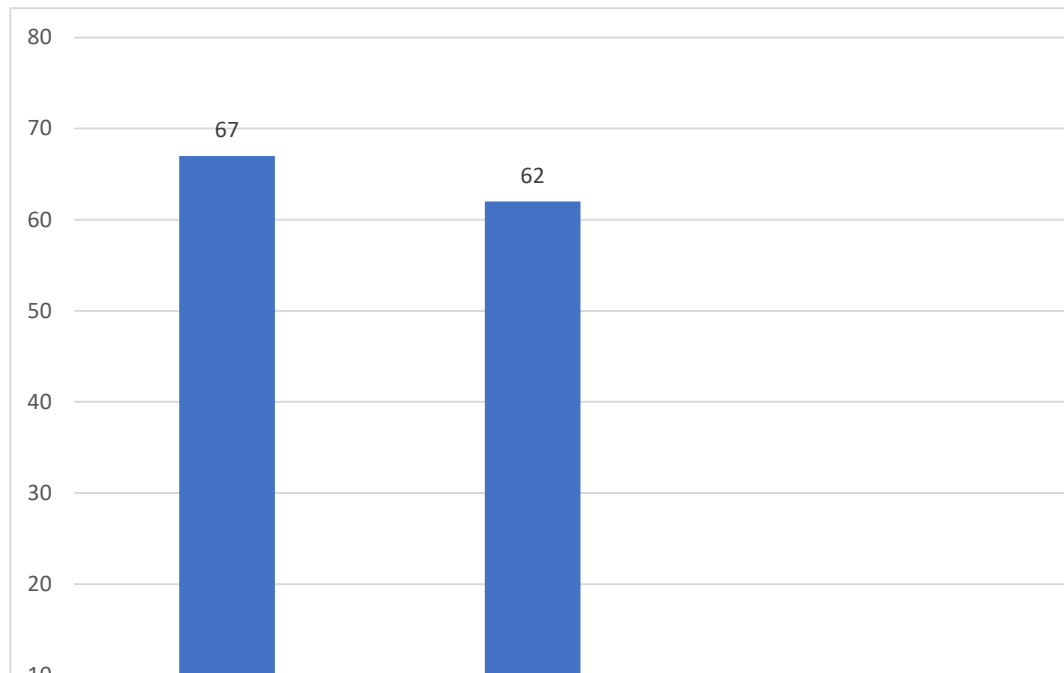
- There has been an increase in overall feedback from 99 representations in 2018/19 to 134 in 2019/20.
- We investigated 67 complaints under the procedure during 2019/20, an increase from 64 in 2018/19.
- We received 62 compliments under the procedure during 2019/20, an increase from 33 in 2018/19.
- We received zero comments under the procedure during 2019/20, a decrease from two in 2018/19.
- The Council received five complaints which did not qualify for investigation under the procedure during 2019/20, an increase from zero in 2018/19.
- Five adult social care complaints were progressed to the LGSCO during 2019/20, a decrease from 13 in 2018/19.
- The LGSCO reached a decision on six complaints during 2019/20, a decrease from 14 in 2018/19.

Review of the Year

Breakdown of all Representations

A total of 134 representations were handled under the procedure during 2019/20. This does not include those representations responded to directly by social care providers i.e. care homes and home (domiciliary) care providers.

Total Complaints, Compliments and Comments Received 2019/20



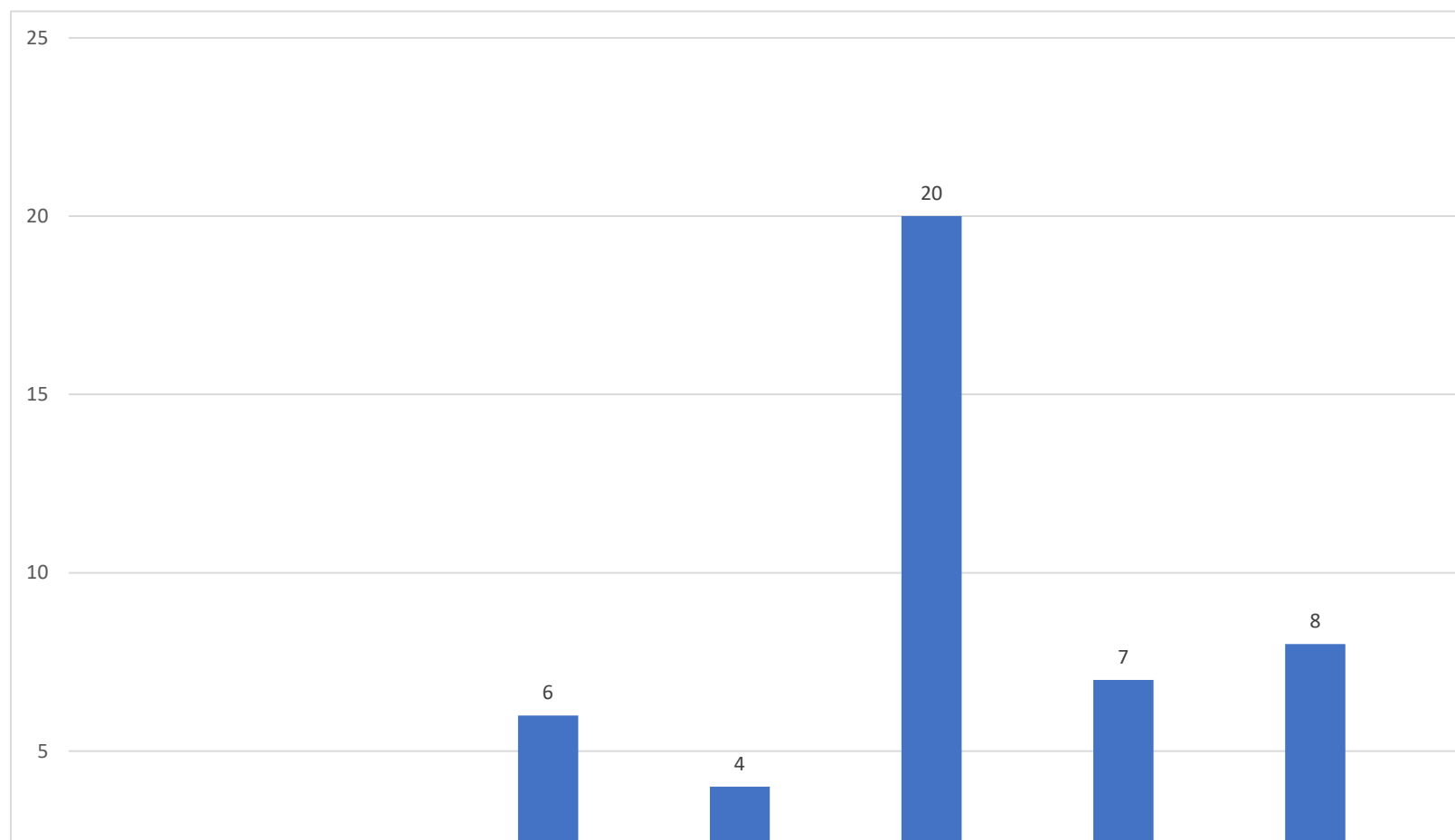
There was an increase in the number of complaints we investigated, compared to 64 in 2018/19.

There was an increase in the number of compliments we received, compared to 33 in 2018/19.

There was a decrease in the number of comments we received, compared to two in 2018/19.

There was an increase in the number of non-qualifying complaints received, compared to zero in 2018/19.

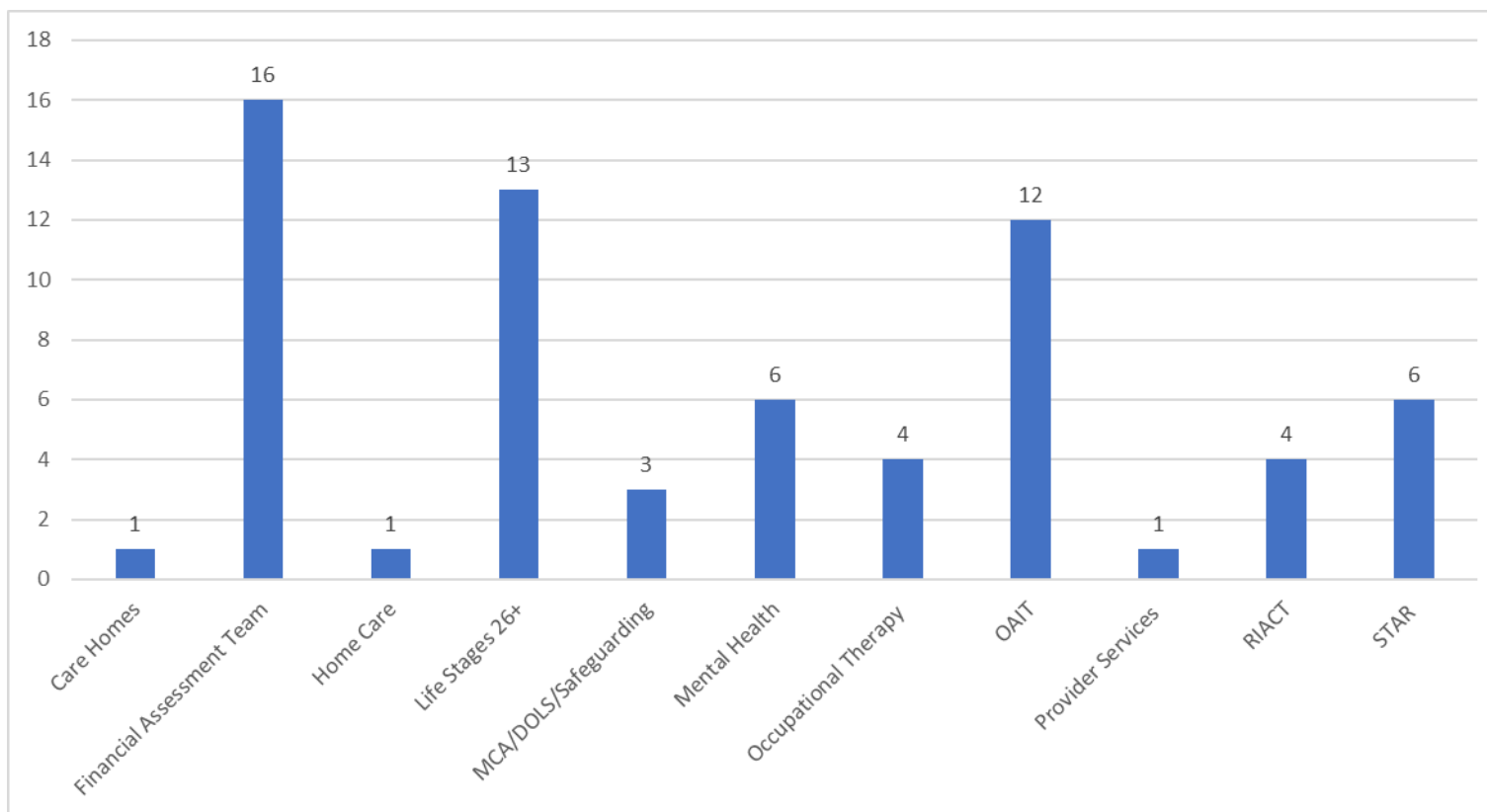
Breakdown of Compliments Received by Team



OAIT = Ongoing Assessment and Intervention Team
RIACT = Responsive Integrated Assessment Care Team
STAR = Short Term Assessment and Review

N.B. Those teams that do not appear in the graph did not receive any complaints during 2019/20

Breakdown of Complaints Received by Service Area/Team



OAIT = Ongoing Assessment and Intervention Team
 RIACT = Responsive Integrated Assessment Care Team
 STAR = Short Term Assessment and Review

N.B. Those teams that are not listed did not receive any complaints during 2019/20.

Commissioning & Contracts investigated two complaints, one about a Care Home and one about a Home Care Agency. This was an increase from one related to a Home Care Agency in 2018/19.

Financial Assessments saw a reduction in complaints, 16 compared to 18 in 2018/19. The most common theme was dissatisfaction with the time taken to undertake the financial assessment.

There was an increase in complaints for Life Stages 26+, 13 compared to four in 2018/19. There was no common theme in the complaints received. Five of the complaints received were from the same individual and concerned the conduct of their social worker. A further four were from another individual regarding the support provided.

There was a decrease in complaints for MCA/DOLS (Mental Capacity Act/Deprivation of Liberty Safeguards), three compared to five in 2018/19. There was no common theme in the complaints received.

The Mental Health Team received six complaints, an increase from five in 2018/19. There was no common theme in the complaints received.

Occupational Therapy received four complaints, a decrease from six in 2018/19. The most common theme was people's dissatisfaction with the outcome of their assessment.

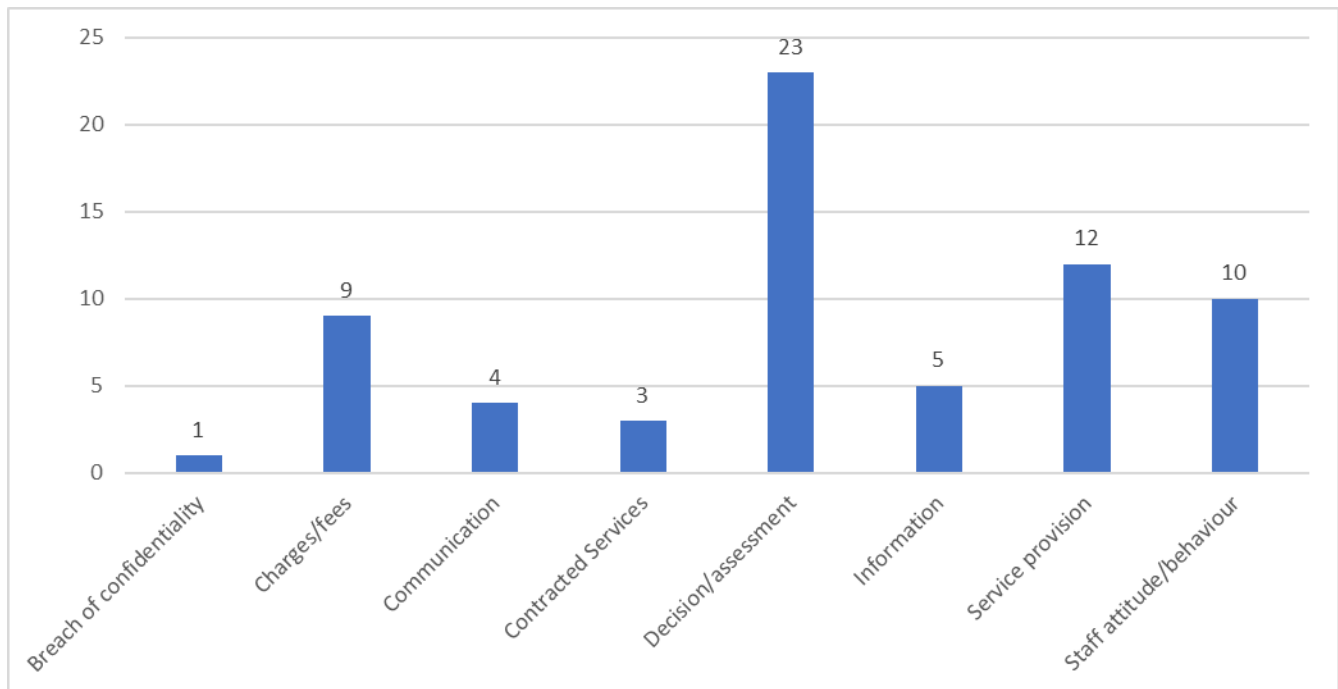
Ongoing Assessment & Intervention Team (OAIT) received 12 complaints the same number as 2018/19. The most common complaint remained people's dissatisfaction with the outcome of their assessment.

There was one complaint for Provider Services, the same number as in 2018/19.

Responsive Integrated Assessment Care Team (RIACT) received four complaints, an increase from zero in 2018/19. There was no common theme in the complaints received.

Short Term Assessment & Review Team (STAR) received six complaints, a decrease from 10 in 2018/19. The most common theme was people's dissatisfaction with the lack of information provided regarding care charges.

Breakdown of Complaints Received by Issue



The most common cause of complaint remained dissatisfaction with a decision/assessment. In total the Council received 23 complaints about this issue, an increase from 17 in 2018/19.

The second most common cause of complaint was service provision. The Council received 12 complaints about service provision a decrease from 13 in 2018/19.

The third most common cause of complaint was staff attitude/behavior. The Council received 10 complaints about staff attitude/behavior, the same number as in 2018/19.

The fourth most common cause of complaint was charges/fees. The Council received nine complaints about this issue, a decrease from 13 in 2018/19.

Complaint Outcomes

57 complaint investigations were concluded during 2019/20. The outcomes of these complaints are detailed in the chart below.

Service Area/Team	Upheld	Partly Upheld	Not Upheld	Inconclusive	Withdrawn	Total
Financial Assessments	2	5	5	0	1	13
Life Stages 0 – 25	0	0	0	0	0	
Life Stages 26+		1	4	1	3	9
Occupational Therapy	1	3	1	1	0	6
Ongoing Assessment & Intervention Team (OAIT)	1	4	2	0	4	11
Short Term Assessment & Review Team	1	2		1	3	7
Mental Capacity Act/Deprivations of Liberty Safeguards (MCA/DOLS)	0	1	2	0	0	3
Mental Health	0	0	3	0	3	6
Commissioning & Contracts – Home Care	0	0	0	0	1	1
Commissioning & Contracts – Care Home	0	1	0	0	0	1
Total	5	17	17	3	15	57

Local Government Ombudsman Complaints Received 2019/20

Five adult social care complaints were progressed to the LGSCO during 2019/20, a decrease from 13 in 2018/19. There were no common themes in the complaints referred to the LGSCO.

Local Government Ombudsman Complaint Outcomes 2019/20

Five adult social care complaints were determined by the LGSCO during 2019/20, compared to 14 in 2018/19.

Full details of those complaints determined by the LGSCO are included in the Cabinet reports of 3 December 2019 and 15 September 2020 entitled [Review of Outcome of Complaints Made to Ombudsman](#).

Organisational Learning

All resolution and organisational learning actions identified as a result of complaints are assigned to a responsible manager and progress against those actions is monitored by the Complaints Manager. In addition to those actions taken to resolve individual complaints, a number of service improvements were made following complaint investigations during 2019/20, some of which are detailed below.

Commissioning & Contracts

Following a complaint about a Home Care provider it was agreed the provider would ensure that in all case where they were required to administer medication there would be clarity as to who would administer the medication. It was also agreed the provider would ensure their staff were all aware of the company medication policy and that it was adhered to. Furthermore, it was agreed the provider would ensure that all of their care workers are aware of how to respond appropriately in articulating to clients and families, their responsibilities in relation to the administration of medication to prevent such misunderstandings occurring in the future.

As a result of the same complaint it was agreed the provider would ensure that their support plans accurately reflect the Council's Support Plan, and where there are discrepancies, these would be clarified as a matter of urgency upon acceptance of the care package. It was also agreed the provider needs to ensure that all of their staff are aware that they should fully complete all required care tasks and remain at the property for the contracted period of time.

The provider agreed to review their process for recording and responding to concerns raised by clients and their families to ensure that all concerns are documented, fully investigated and feedback is provided to the client/family.

Financial Assessment Team

Following a complaint regarding a financial assessment it was agreed all social workers and community support officers would make it clear in assessment what level of care the person has been assessed as needing i.e. residential standard care/residential EMI/funded nursing care or fully health funded. The care home were also asked to ensure that families are aware that residents can be given EMI residential enhanced care on both the first and second floor of the home as families must know what level of care their family member is receiving at any time within their care journey.

Mental Capacity Act/Deprivations of Liberty Safeguards (MCA/DOLS)

Following a complaint Safeguarding Adult Managers were reminded of the timescales for completing Safeguarding Initial Enquiries and that if new information comes to light during the initial enquiries this must be passed on to relevant professionals to investigate.

Ongoing Assessment & Intervention Team (OAIT)

Following a complaint for OAIT it was agreed the social worker would repeat the Council's Data Protection training. It was also agreed social workers would ensure people with a Lasting Power of Attorney are given information and that if they do not respond to telephone calls and messages social workers would write to them to ensure they are fully informed at all times.

Short Term Assessment & Review Team (STAR)

Following a complaint for the STAR Team all staff were briefed on the importance of sharing information in relation to Financial Assessments, directed to the policy and advised to provide copies of the information leaflet to all new clients and clients with a change in need i.e. moving from domiciliary support to residential. It was also agreed managers would ensure social workers discuss and record charging implications for the individual with them and/or their financial agent and leave documentation following assessment so they can refer to this for recall of the visit. The Council also committed to reviewing the "Making a contribution" section of the assessment on Liquid Logic (the Council's electronic social care records management system).

Occupational Therapy

Following a complaint for Occupational Therapy it was agreed a clearer process was required for the authorisation of Disabled Facilities Grants and noted an interim process was in place while the policy was being reviewed/updated. It was also agreed staff would be provided with information in relation to Disability Related Expenditure and application of mobility benefits.

Further recommendations

Adult Services should ensure complaints are responded to in a timely manner and that where an extension is required this is communicated to the complainant and properly recorded.

Performance against the Procedure

The target for acknowledging receipt of complaints under the procedure is 3 working days.

93.94% of complaints received during 2019/20 were acknowledged within the 3 working day timescale, an increase from 69.4% in 2018/19.

There are no longer any statutory timescales for complaint responses, except that

complainants should receive a response within six months. The procedure sets out a timescale for dealing with complaints solely about the Council's services i.e. 30 working days, although there are circumstances in which the investigator may agree an extension with the complainant. It also states that for joint health and social care complaints the complaints managers from the different organisations will work together to decide a reasonable timescale and agree this with the complainant. This is to ensure investigations are completed in a timely manner and within the maximum time allowed.

Seven complaints exceeded the maximum six month time limit, a reduction from 12 in 2018/19.

Performance Indicator for 2018/19

In relation to adult social care complaints the Council's key performance indicator is the number of maladministration decisions received from the Local Government and Social Care Ombudsman. The Council received five maladministration decisions during 2019/20, compared to nine during 2018/19.

Full details of those complaints determined by the Local Government and Social Care Ombudsman are included in the Cabinet reports of 3 December 2019 and 15 September 2020 entitled [Review of Outcome of Complaints Made to Ombudsman](#).



Children's Social Care Complaints, Compliments and Comments Annual Report 2019/20

Contents

Introduction	2
The Law	2
Complaints and Information Governance Team.....	2
Public Information.....	2
Children’s Services Social Care Complaints Process	3
Stage 1 – Local Resolution.....	3
Stage 2 – Investigation	3
Stage 3 – Review Panel.....	3
The Local Government and Social Care Ombudsman.....	3
External Support to the Complaints Process	3
Total Complaints, Compliments and Comments received	4
Breakdown of Stage 1 Complaints by Service Area/Team	5
Breakdown of Stage 2 Complaints by Service Area/Team	7
Breakdown of Stage 3 complaints by Service Area/Team.....	9
Breakdown of complaints by Issue	10
Breakdown of Comments by Service Area/Team	10
Breakdown of Compliments by Service Area/Team.....	11
Complaint Outcomes	12
Local Government and Social Care Ombudsman Complaints.....	14
Organisational Learning	14
Performance against the Children’s Social Care Complaints, Compliments and Comments Procedure	14
Timescales	16
Stage 1	16
Stage 2	16
Stage 3	16
Performance against key performance indicators	17
Further recommendations	17

Introduction

Darlington Children's Social Care welcomes complaints, compliments and comments as a way of improving service delivery to children, young people and their families. The purpose of this report is to inform the service users, carers, the public, Council Members and Children's Social Care staff of the effectiveness of the Children's Social Care Complaints, Compliments and Comments Procedure (the Procedure). The report identifies topics and trends in relation to complaints information, makes suggestions for service improvements, where appropriate and identifies areas of organisational learning that have taken place in relation to people, policy and process.

The Law

The Council is required by law to have management arrangements in place for considering children's social care representations, including complaints, under the Children Act 1989. National legislative procedures for social care were amended in September 2006 with the introduction of the Children Act 1989 Representation Procedure (England) Regulations 2006 (the Regulations). It is a requirement of the Regulations that the Council publishes an annual report. In addition to the Regulations the Department for Education and Skills produced some comprehensive guidance for local authorities on managing complaints, called 'Getting the Best from Complaints'.

Key features of the Regulations include:

- A requirement for local authorities to appoint a Complaints Manager;
- A requirement for review panels to be retained by local authorities but with more robust arrangements for constituting and running them; and
- A 12 month time limit to make complaints.

Complaints and Information Governance Team

The Complaints and Information Governance Manager is appointed as the 'Complaints Manager' in accordance with the requirements of the Regulations. The Complaints and Information Governance (CIG) Team is independent of Children's Social Care operational line management. This ensures a high level of independence in the way children's social care complaints are managed within the Council.

Public Information

We are committed to making sure that everyone has equal access to all our services, including the Procedure. To help make the Procedure easily accessible we have produced two leaflets (one for children and young people and one for adults) covering all Council services to reflect the single point of access for complainants within the Council. The leaflets are available in all Council buildings. They have been written in line with the Plain English Campaign standards. The title is written in the most commonly used community languages and it contains details on how to access the information in other formats, for example, large print, audio and Braille.

Information is available on the Council's website. There is also an electronic form which people can use to make a complaint, pay someone a compliment or pass comment on Council services. People may make a complaint in any format they wish.

This can be in writing, by email, via the web, over the phone, in person or by any other reasonable means.

The Complaints Manager can arrange advocates and interpreters (including British Sign Language interpreters) where appropriate.

Children's Services Social Care Complaints Process

Stage 1 – Local Resolution

This initial stage allows children's social care managers the opportunity to try and resolve complaints locally, usually within the team being complained about.

Stage 2 – Investigation

Stage 2 involves a full and formal investigation. An 'Independent Person' must also be appointed to oversee the investigation and report independently to Children's Social Care Services. Both the Investigating Officer and Independent Person produce reports, which are submitted to a senior manager who writes the final response to the complainant.

Stage 3 – Review Panel

A review panel is convened when the complainant is dissatisfied with the Stage 2 response. The panel consists of an independent chairperson and two individuals who are independent of the Council.

The Local Government and Social Care Ombudsman

Although complainants can refer complaints at any stage to the Local Government and Social Care Ombudsman (LGSCO) they will not normally investigate until the Council has conducted its own investigation and provided a response.

External Support to the Complaints Process

Advocacy

The Council commissions an advocacy service for children and young people who make a complaint. This is an independent service provided by NYAS.

Investigating Officers

While the Regulations do not require Investigating Officer's to be independent of the Council, we have signed up to a contract for the provision of Independent Investigating Officers.

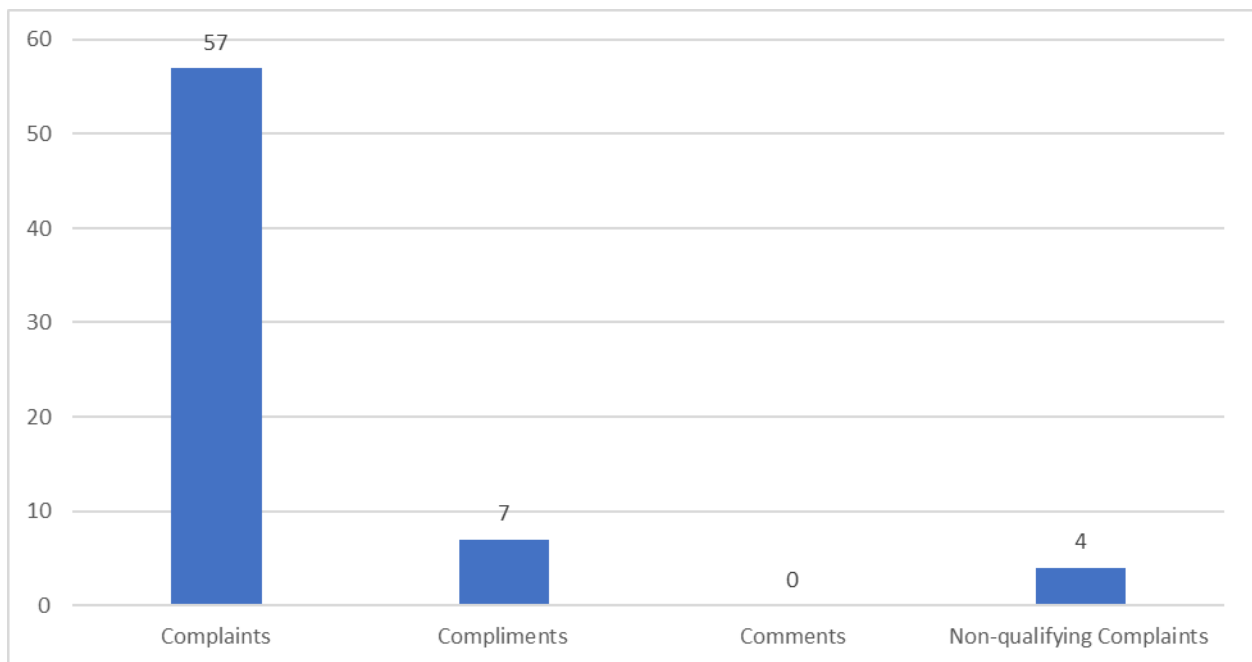
Independent Persons

The Council has signed up to a contract for the provision of Independent Persons.

Review Panels

The Council has also signed up to a contract for the provision of an Independent Chair and Independent Panellist service.

Total Complaints, Compliments and Comments received



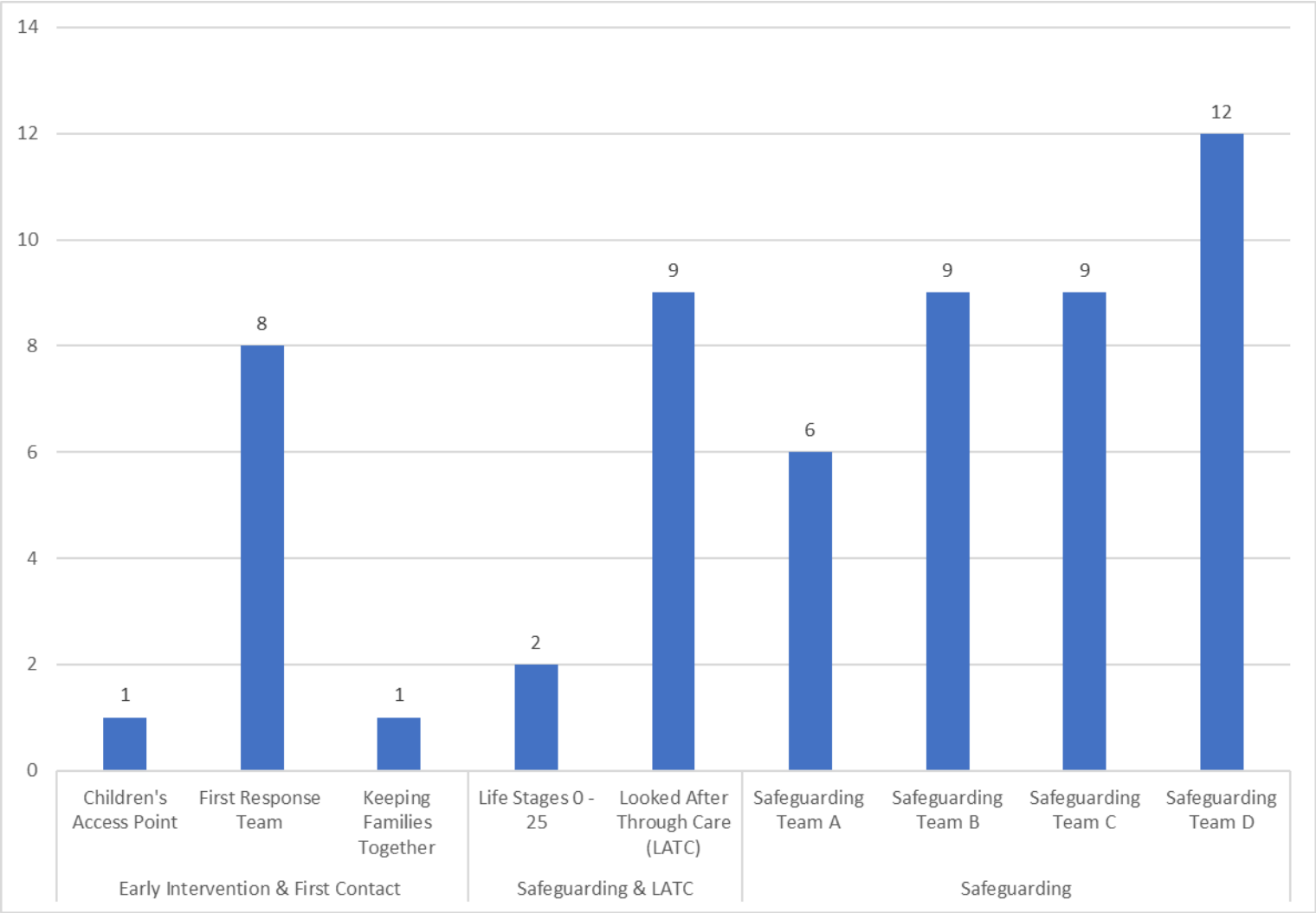
The Council received 57 complaints during 2019/20, a decrease from 67 complaints during 2018/19.

The Council received seven compliments during 2019/20, a decrease from 19 during 2018/19.

The Council received zero comments during 2019/20, the same as in 2018/19.

The Council received four non-qualifying complaints during 2019/20, a decrease from five in 2018/19.

Breakdown of Stage 1 Complaints by Service Area/Team



N.B. Those teams that are not listed did not receive any complaints during 2019/20.

Early Intervention & First Contact

Children's Access Point received one complaint, a decrease from two in 2018/19.

First Response Team received eight complaints, an increase from four in 2018/19.

Keeping Families Together received one complaint, an increase from zero in 2018/19.

Safeguarding & Looked After Through Care (LATC)

Life Stages 0 – 25 received two complaints, a significant decrease from seven in 2018/19.

Looked After Children Through Care (LATC) received nine complaints, the same number of complaints as in 2018/19.

Safeguarding

Safeguarding Team A received six complaints, an increase from five in 2018/19.

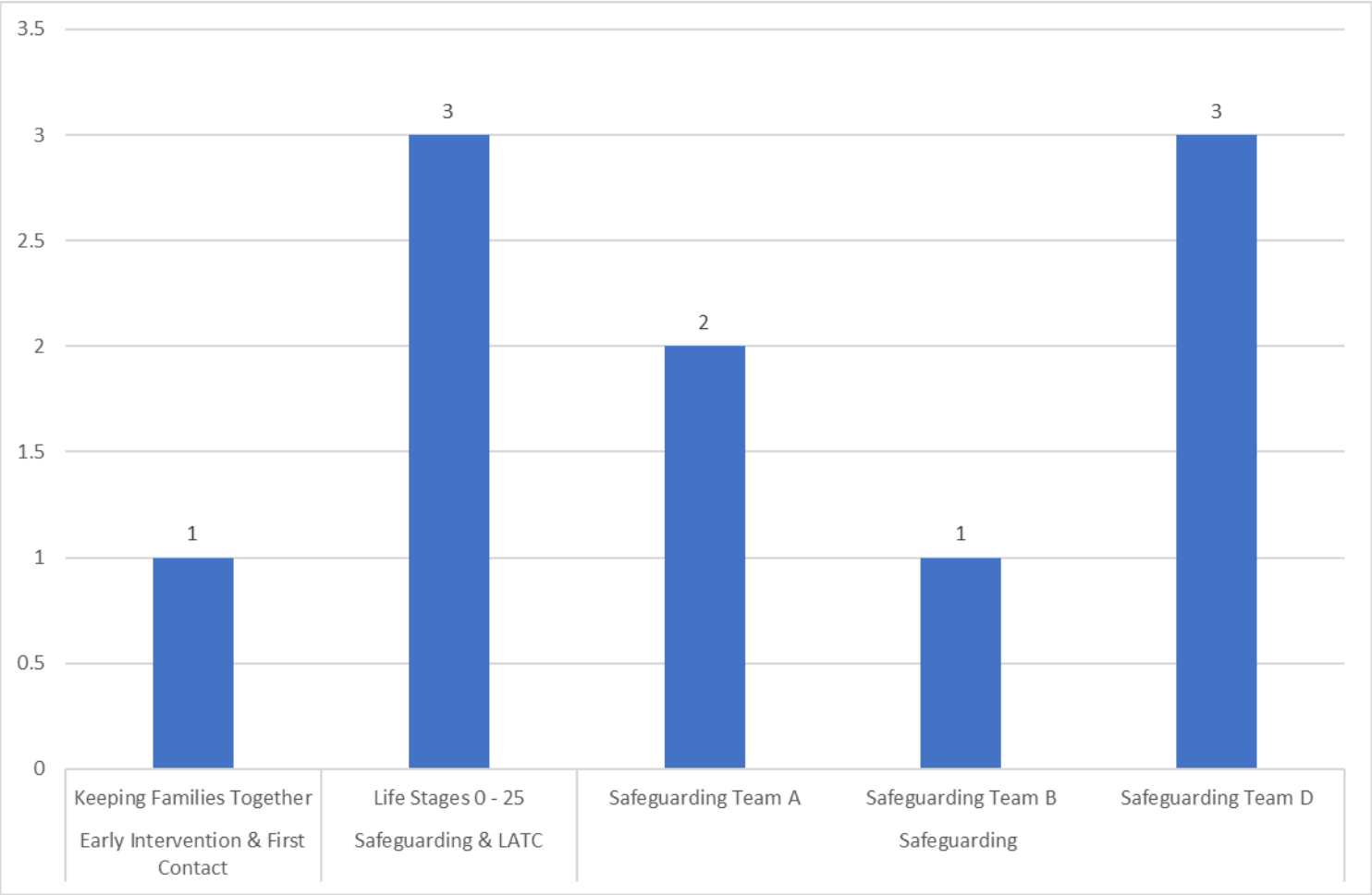
Safeguarding Team B received nine complaints, the same number as in 2018/19.

Safeguarding Team C received nine complaints, an increase from eight in 2018/19.

Safeguarding Team D received 12 complaints, a decrease from 14 in 2018/19.

Breakdown of Stage 2 Complaints by Service Area/Team

10 complaints were escalated to Stage 2 during 2019/20, a decrease from 16 in 2018/19.



Early Intervention & First Contact

Keeping Families Together received one complaint, an increase from zero in 2018/19.

Safeguarding & Looked After Through Care (LATC)

Life Stages 0 – 25 Team received three complaints, the same number as in 2018/19.

Safeguarding

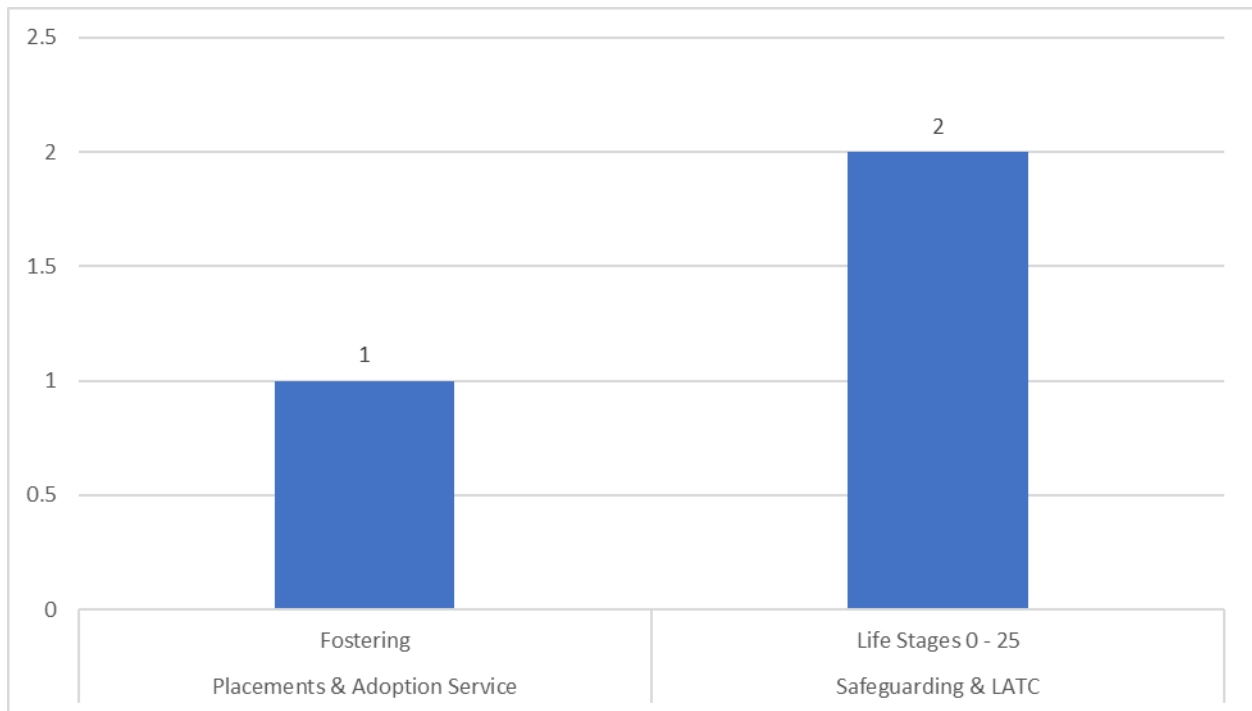
Safeguarding Team A received two complaints, an increase from one in 2018/19.

Safeguarding Team B received one complaint, a decrease from three in 2018/19.

Safeguarding Team D received three complaints, an increase from one in 2018/19.

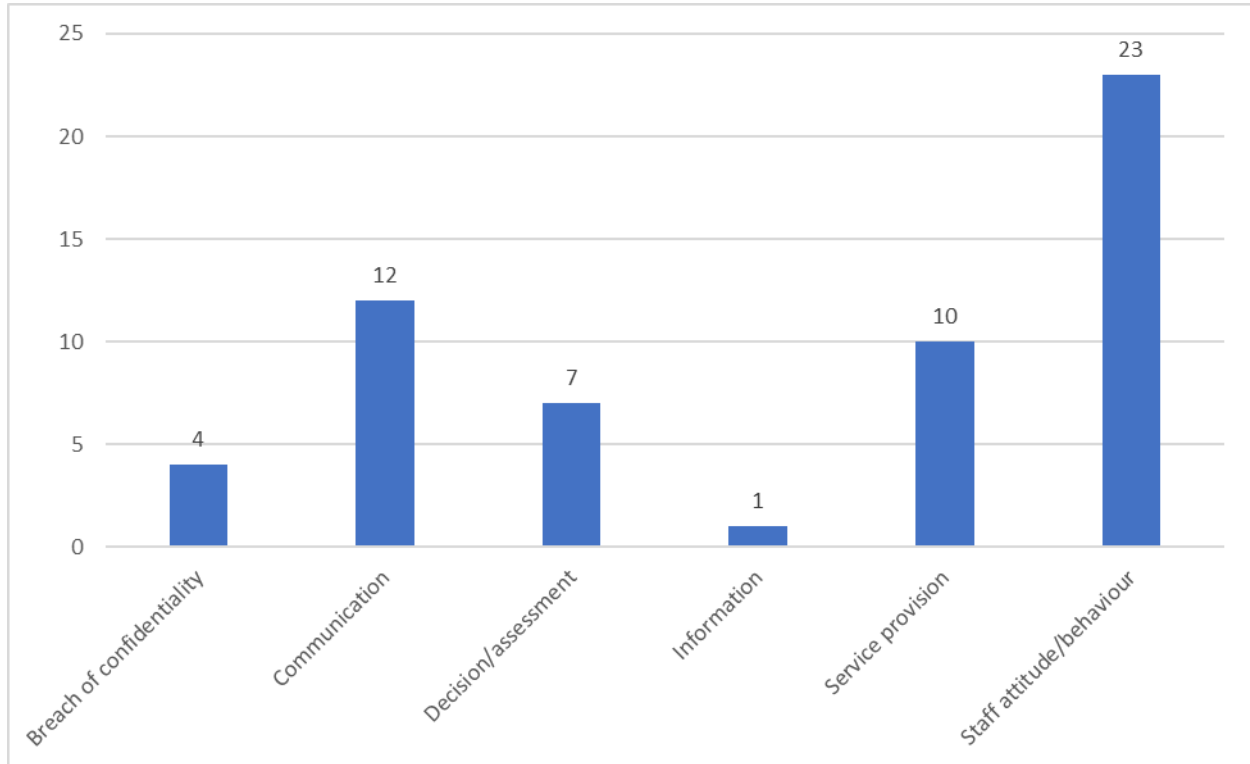
Breakdown of Stage 3 complaints by Service Area/Team

Three complaints were escalated to Stage 3 during 2019/20, a decrease from four in 2018/19.



Neither of these teams received a Stage 3 complaint during 2018/19.

Breakdown of complaints by Issue



Staff attitude/behaviour was the most commonly complained about issue. The Council received 23 complaints about this issue, an increase from 18 in 2018/19.

The second most complained about issue was communication. The Council received 12 complaints about this issue, a decrease from 15 in 2018/19.

The third most complained about issue was service/provision. The Council received 10 complaints about this issue, a decrease from 21 in 2018/19.

The fourth most complained about issue was the outcome of a decision/assessment. The Council received seven complaints, a decrease from nine in 2018/19.

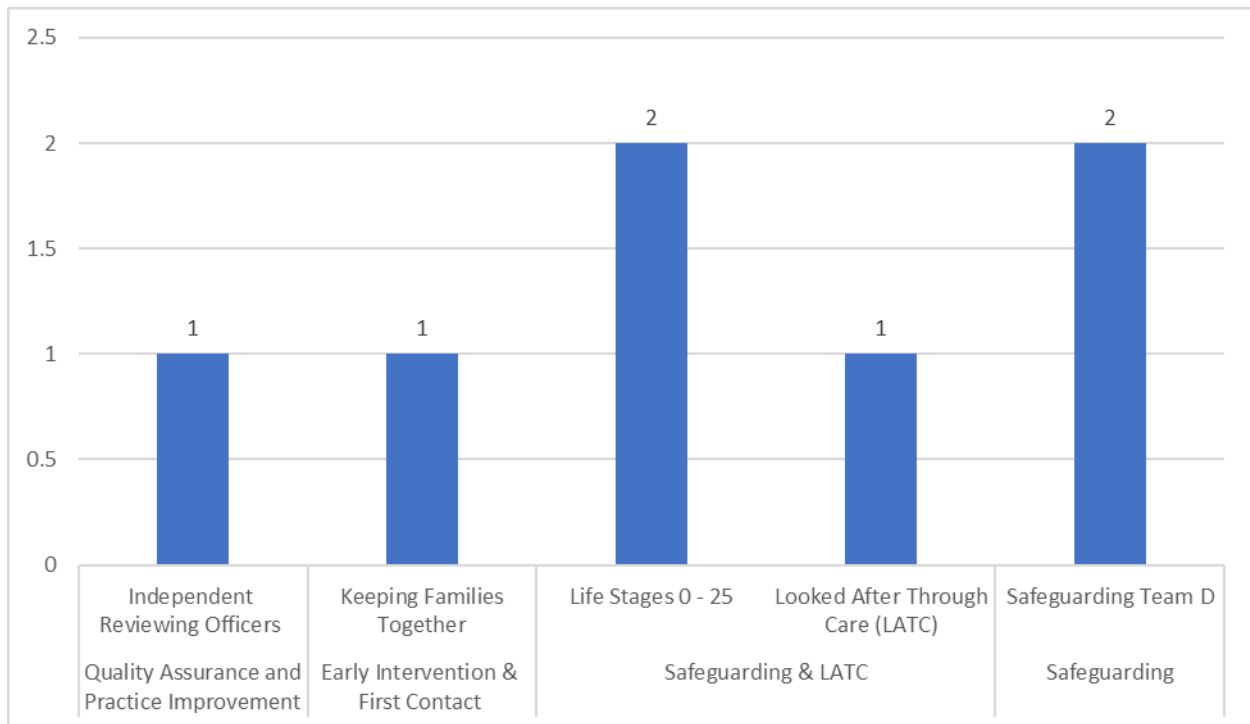
The fifth most complained about issue was breach of confidentiality. The Council received four complaints, an increase from zero in 2018/19.

The least complained about issue was the provision of information. The Council received one complaint, a decrease from four in 2018/19.

Breakdown of Comments by Service Area/Team

The Council did not receive any comments during 2019/20, as was the case in 2018/19.

Breakdown of Compliments by Service Area/Team



The Council saw a significant decrease in compliments, seven compared to 19 in 2018/19

Complaint Outcomes

Stage 1 - The below table shows the decisions reached on Stage 1 complaints during 2019/20.

Service Area/Team		Escalated to Stage 2 (No S1 Response)	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Early Intervention & First Contact								
	Children's Access Point	0	0	1	0	0	0	1
	First Response Team	0	0	2	3	2	1	8
	Keeping Families Together	0	0	0	1		0	1
Total for Early Intervention & First Contact		0	0	3	4	2	1	10
Safeguarding & LATC								
	Life Stages 0 - 25	0	1	0	1	0	0	2
	Looked After Through Care (LATC)	0	0	5	1	0	3	9
Total for Safeguarding & LATC		0	1	5	2	0	3	11
Safeguarding								
	Safeguarding Team A	0	0	2	2	1	0	5
	Safeguarding Team B	0	1	6	0	1	0	8
	Safeguarding Team C	0	0	7	1	0	0	8
	Safeguarding Team D	0	0	5	4	0	0	9
Total for Safeguarding		0	1	20	7	2	0	30
Total for Children's Services		0	2	28	13	4	4	51

Stage 2 - The below table shows the decisions reached on Stage 2 complaints during 2019/20.

Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Safeguarding & LATC						
Life Stages 0 - 25	0	0	5	0	0	5
Total for Safeguarding & LATC	0	0	5	0	0	5
Safeguarding						
Safeguarding Team A	0	1	0	0	1	2
Safeguarding Team B	0	1	1	0	0	2
Total for Safeguarding	0	2	1	0	1	4
Placements & Adoption Service						
Fostering	0	0	1	0	0	1
Total for Placements & Adoption Service	0	0	1	0	0	1
Total for Children's Services	0	2	7	0	1	10

Stage 3 - The below table shows the decisions reached on Stage 3 complaints during 2019/20.

Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Safeguarding & LATC						
Life Stages 0 - 25	0	1	1	0	0	2
Total for Safeguarding & LATC	0	1	1	0	0	2
Placements & Adoption						
Fostering	0	1	0	0	0	1
Total for Placements & Adoption	0	1	0	0	0	1
Total for Children's Services	0	2	1	0	0	3

Local Government and Social Care Ombudsman (LGSCO) Complaints

One complaint was referred to the LGSCO during 2019/20, the same number as in 2018/19.

One complaint was determined by the LGSCO during 2019/20, the same number as in 2018/19.

Organisational Learning

All resolution and organisational learning actions identified as a result of complaints are assigned to a responsible manager and progress against those actions is monitored by the Complaints Manager. In addition to those actions taken to resolve individual complaints several service improvements were made following complaint investigations during 2019/20. Some examples of these are detailed below.

Life Stages 0 - 25

Following a complaint for Life Stages 0 -25 it was agreed the team would develop a letter template and send a letter to recipients of Direct Payments clearly setting out when the payment will end. It was also agreed the Team Manager would contribute to a review of the Direct Payments process to ensure it was clear when a payment ends.

Following a further complaint for Life Stages 0 – 25 it was agreed consideration would be given to the administration of the resource allocation system and indicative budgets, so there was a consistent understating amongst social care professionals of its intended purpose.

Following another complaint for Life Stages 0 – 25 it was agreed the Council would review its training in respect of PREVENT and the Channel Panel.

As a result of another complaint for Life Stages 0 -25 it was agreed the Council would review the information provided to parents receiving a short breaks services to ensure it accurately reflects the service being offered.

As a result of a further complaint for Life Stages 0 -25 it was agreed the Council would complete work to ensure that social workers and team managers are clear about the difference between services being considered or offered, that all relevant policies and procedures would be updated to reflect this and that training would be provided to ensure there is a clear and recorded rationale for all decisions. It was also agreed the Direct Payments Scheme would be reviewed.

Safeguarding Team A

Following a complaint for Safeguarding Team A, social workers were reminded to ensure that they continue to consult with parents when children have been removed from their care so that they are fully involved in on-going assessments and involvement by the Local Authority.

Following a further complaint for Safeguarding Team A, social workers were reminded that when sensitive personal information in respect of members of the family is to be

included within reports, this should be made clear to the family. A reminder was also sent to all social workers within Assessment & Safeguarding to ensure referrals are made within a timely manner following a need being identified to support a child/family.

Safeguarding Team D

Following a complaint for Safeguarding Team D, social workers were reminded to ensure they obtain details of any key appointments for children when they are placed outside of parental/family care. Details should then be provided to foster carers to ensure appointments are able to be attended.

Fostering

Following a complaint for Fostering, it was agreed an audit of Special Guardianship Order (SGO) allowance payments would be undertaken and appropriate action taken to address any issues identified.

Keeping Families Together

Following a complaint for Keeping Families Together, it was agreed strategies would be implemented to reduce the number of changes of social worker and that social workers bringing cases for discussion at Keeping Families Together Panel would need to provide evidence that parents have given informed consent for Keeping Families Together to work with their family.

Performance against the Children's Social Care Complaints, Compliments and Comments Procedure

The below performance measures are in relation to those complaints responded to during 2019/20.

Timescales

Stage 1

The target for responding to a complaint at Stage 1 is 10 working days, with a possible extension of up to 20 working days if the complaint is complex.

- 33.4% of Stage 1 complaint responses were sent within 10 working days. This was a decrease in performance from 47.5% in 2018/19.
- A further 43.1% of Stage 1 complaint responses were sent within 20 working days.
- In total 74.7% of Stage 1 complaint responses were sent within the maximum 20 working day timescale, an increase in performance from 62.7% in 2018/19.

Stage 2

The target for responding to a complaint at Stage 2 is 25 working days, extendable up to a maximum of 65 working days.

- 0% of Stage 2 complaint responses were sent within 25 working days during 2019/20, as was the case in 2018/19.
- 10% of Stage 2 complaint responses were sent within the maximum timescale allowed (65 working days), a decrease in performance from 33.3% in 2018/19.
- 90% of Stage 2 complaint responses were sent after 65 working days, a reduction in performance from 66.7% in 2018/19.

Stage 3

- At Stage 3 the Review Panel should be held within 30 working days of the request. 100% of Review Panels were held within 30 working days.
- The Review Panel should write to the Director within 5 working days of the panel. They did so in 100% of cases.
- The Director should write to the complainant within 15 working days of receiving the Panel's response. The Director wrote to the complainants within 15 working days in 66.66% of cases, a decrease in performance from 100% of cases in 2018/19.

Performance against key performance indicators

In relation to children's social care complaints the Council's key performance indicator is the number of maladministration decisions received from the Local Government and Social Care Ombudsman (LGSCO). The Council received zero maladministration decisions during 2019/20, a decrease from one in 2018/19.

Full details of those complaints determined by the Local Government and Social Care Ombudsman are included in the Cabinet reports of 3 December 2019 and 15 September 2020 entitled [Review of Outcome of Complaints Made to Ombudsman](#).

Further recommendations

The Council should continue to work to improve performance against the Stage 2 timescale for Children's Social Care complaints.



Corporate Complaints, Compliments and Comments Annual Report 2019/20

Contents

	Page
Introduction	3
Corporate Complaints, Compliments and Comments Procedure	3
Public Information and Accessibility	3
Complaints Information and Organisational Learning.....	5
Overview of Complaints, Compliments and Comments	5
Children & Adults Services.....	8
Economic Growth & Neighbourhood Services	14
Resources.....	31
Performance against the Corporate Complaints, Compliments and Comments Procedure.....	36
Further Recommendations.....	38
Performance against Local Performance Indicators.....	38

Introduction

This report provides an analysis of the complaints, compliments and comments received by the Council during 2019/20 under the Corporate Complaints, Compliments and Comments Procedure (the corporate procedure). The purpose of the report is to identify topics and trends in relation to complaints; identify areas of organisational learning that have taken place over the past year as a result of the complaints received and make further recommendations based on trend data to improve services. The report also highlights those areas of good practice within the Council and seeks to identify topics and trends in relation to comments made by members of the public so the Council can also take action where appropriate to improve services. In addition to the statistical information presented in this report it is important to recognise the work of the Complaints and Information Governance (CIG) Team that underpins this in terms of promoting an organisational culture in which complaints are recognised, accepted, owned and resolved as efficiently and as close to the point of service delivery as possible.

Corporate Complaints, Compliments and Comments Procedure

The corporate procedure sets out how the Council will deal with all complaints, compliments and comments received with the exception of those received in relation to adult and children's social care services, social housing, public health and Members which will be dealt with under separate procedures.

The corporate procedure has two stages. Stage 1 is a local resolution stage where we try to resolve those complaints that cannot be resolved immediately as part of our day to day business. Stage 1 complaints are dealt with locally, that is within the service being complained about. We aim to resolve the majority of complaints at Stage 1 of the corporate procedure.

Stage 2 is a formal investigation stage where complaints will usually be investigated by the Council's Complaints Investigator, the Complaints and Information Governance Manager or another officer independent of the service being complained about.

If the complainant remains dissatisfied following a Stage 2 investigation they may refer the matter to the Local Government and Social Care Ombudsman.

Public Information and Accessibility

We are committed to making sure that everyone has equal access to all our services. To help make sure the Council's complaints procedures are easily accessible we have produced two leaflets (one for children and young people and one for adults) covering all Council services to reflect the single point of access for complainants within the Council. The leaflets are available in all Council buildings. They have been written in line with the Plain English Campaign standards. The title is written in the most

commonly used community languages and it contains details on how to access the information in other formats, for example, large print, audio and Braille.

Information is available on the Council's website which contains an electronic form people can use to make a complaint, pay someone a compliment or pass comment on Council services. People may make a complaint in any format they wish. This can be in writing, email, via the web, over the phone, in person or by any other reasonable means.

The Complaints and Information Governance Manager can arrange advocates and interpreters (including British Sign Language interpreters) where appropriate.

Complaints Information and Organisational Learning

Overview of Complaints, Compliments and Comments

Between 1 April 2019 and 31 March 2020 the Council received a total of 987 representations under the corporate procedure, a decrease from 1,064 in 2018/19.

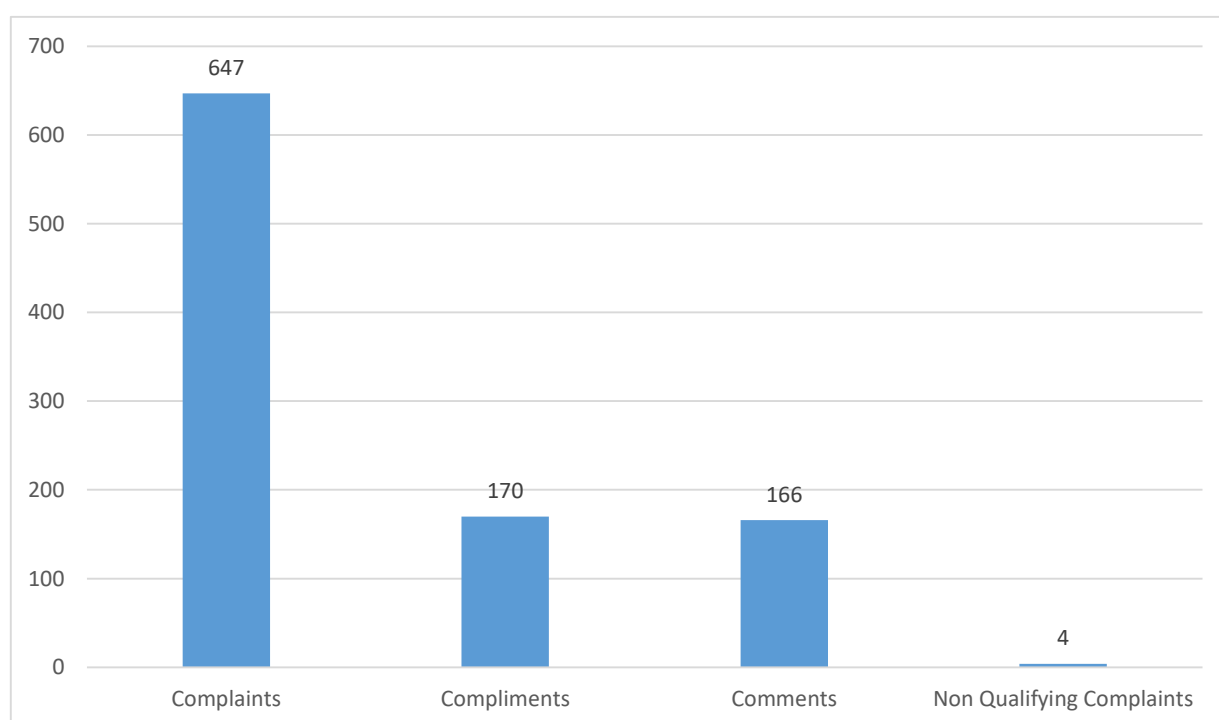
The Council received 647 complaints, an increase from 624 in 2018/19. 632 complaints were initially dealt with at Stage 1 of the corporate procedure, whilst 15 were initially dealt with at Stage 2. 44 Stage 1 complaints were escalated to Stage 2 following a Stage 1 investigation. In total 59 complaints were investigated at Stage 2, a decrease from 71 in 2018/19.

The Council received 170 compliments, a decrease from 199 in 2018/19.

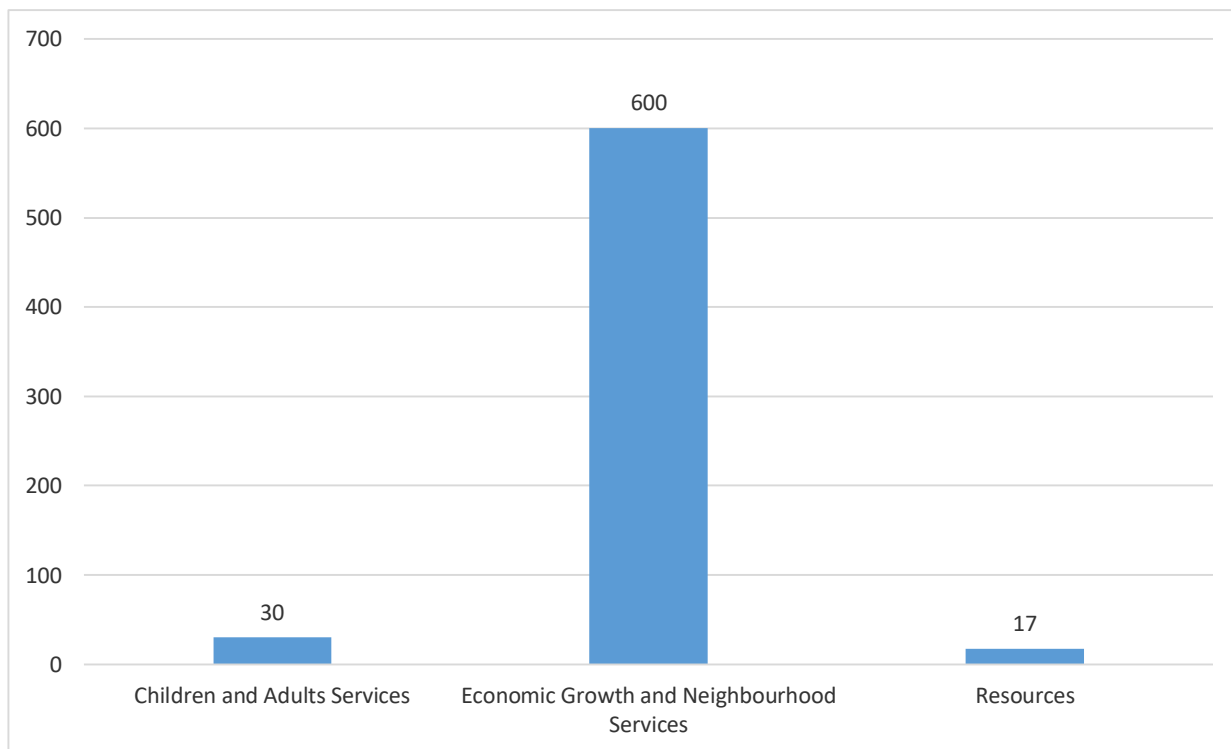
The Council also received 166 comments, a significant decrease from 236 in 2018/19.

The Council also received 4 non-qualifying complaints.

Total Complaints, Compliments and Comments

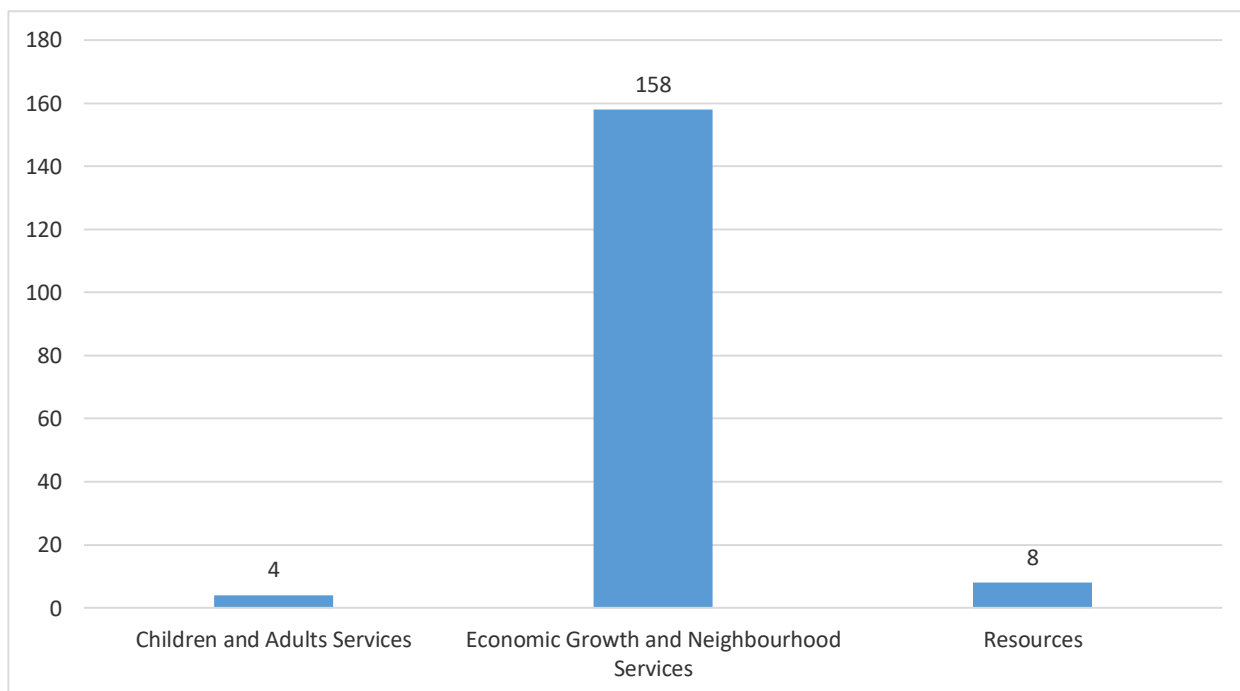


Complaints by Department



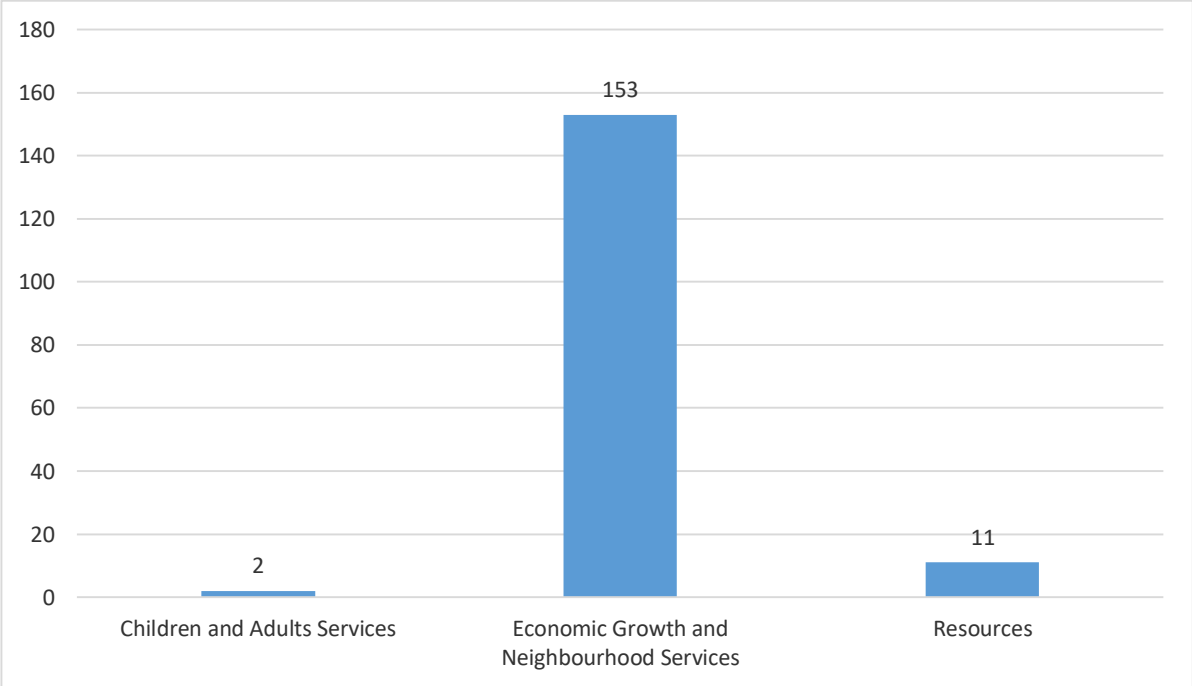
Economic Growth and Neighbourhood Services received 600 complaints, an increase from 577 in 2018/19.

Compliments by Department



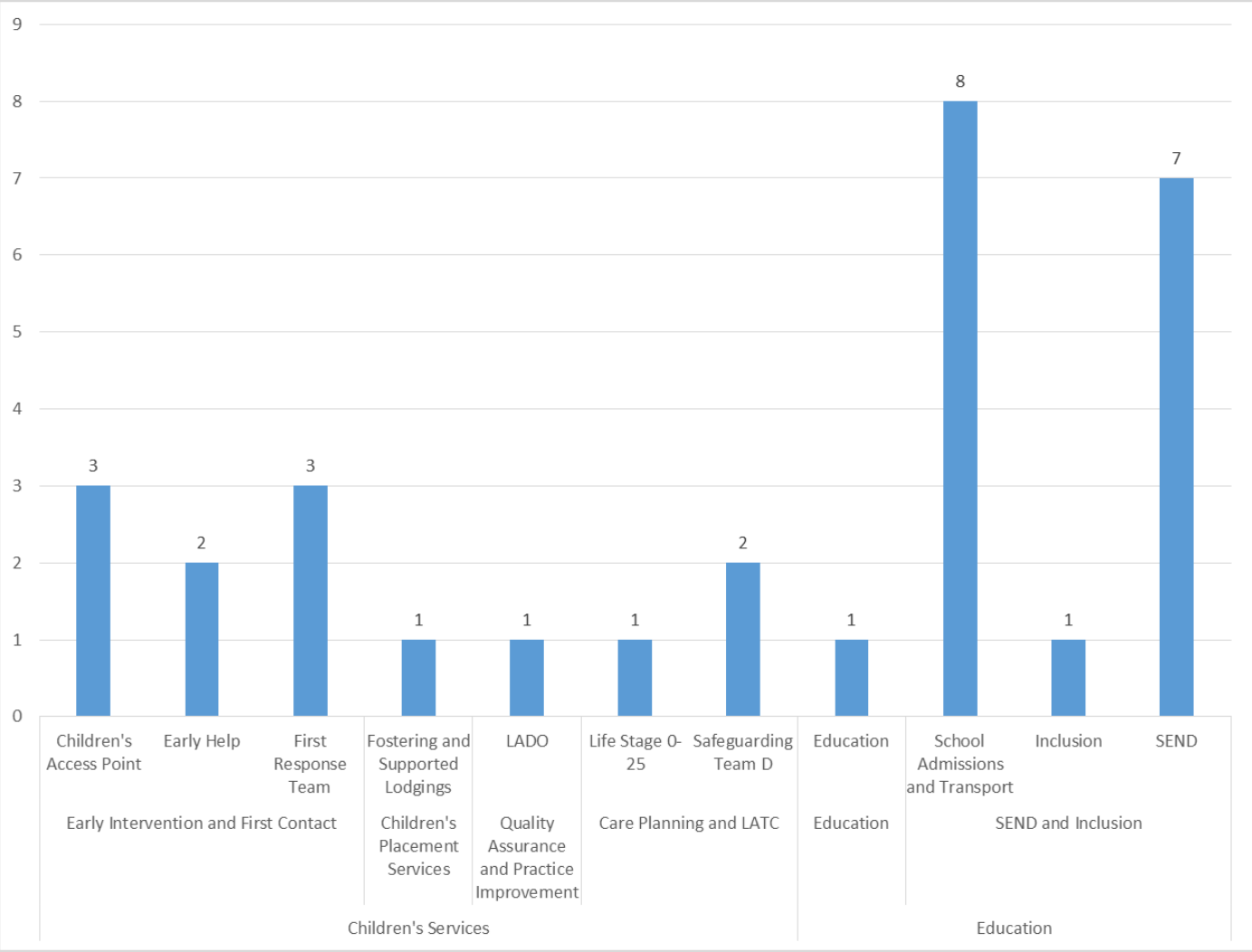
Economic Growth and Neighbourhood Services received 158 compliments, a decrease from 190 in 2018/19.

Comments by Department



Economic Growth and Neighbourhood Services received 153 comments, a decrease from 226 in 2018/19.

Complaints, Compliments and Comments by Department
Children and Adults Services
Complaints by Service Area/Team
Overview



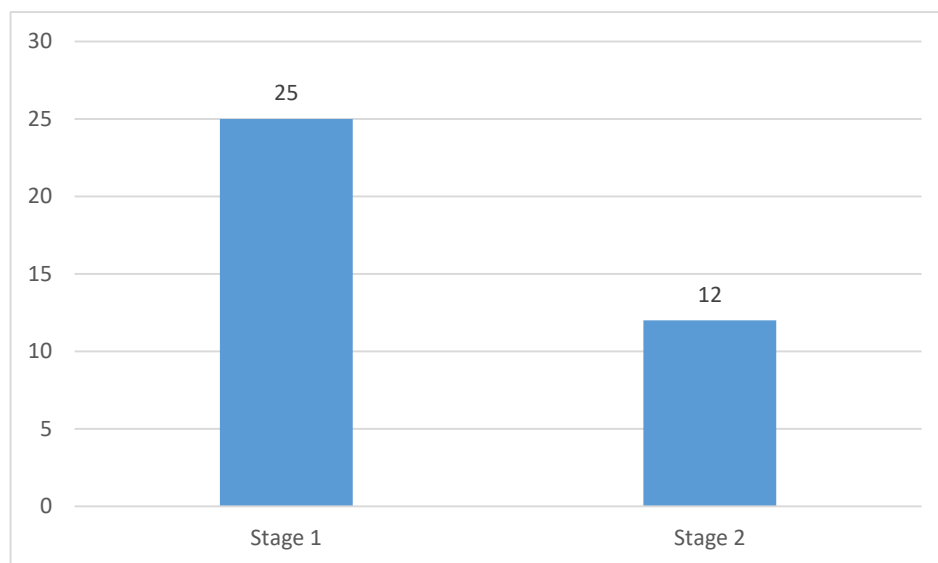
Children and Adults Services received 30 complaints, a slight decrease from 31 in 2018/19.

Adult Services received 0 complaints, the same as in 2018/19.

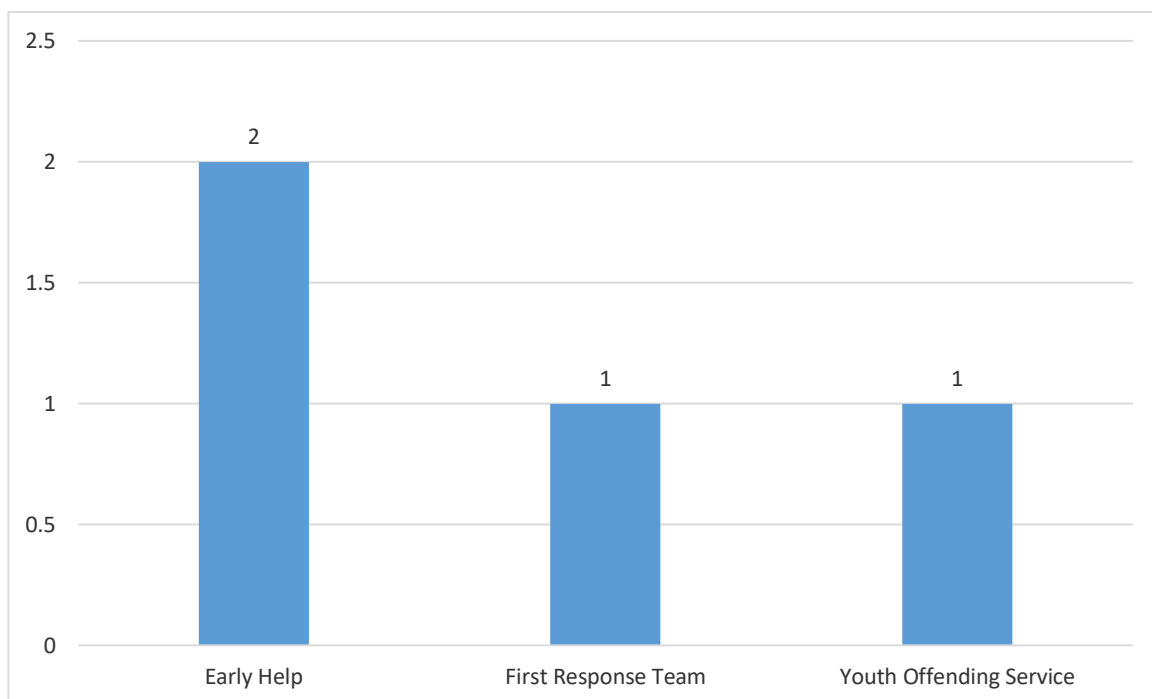
Children's Services received 13 complaints, a decrease from 18 complaints in 2018/19. Poor communication was the most common cause of complaint in Children's Services.

Education received 17 complaints, an increase from 14 in 2018/19. The most common cause of complaint was dissatisfaction with Education Health Care (EHC) Plans and School Transport.

Complaints by Stage

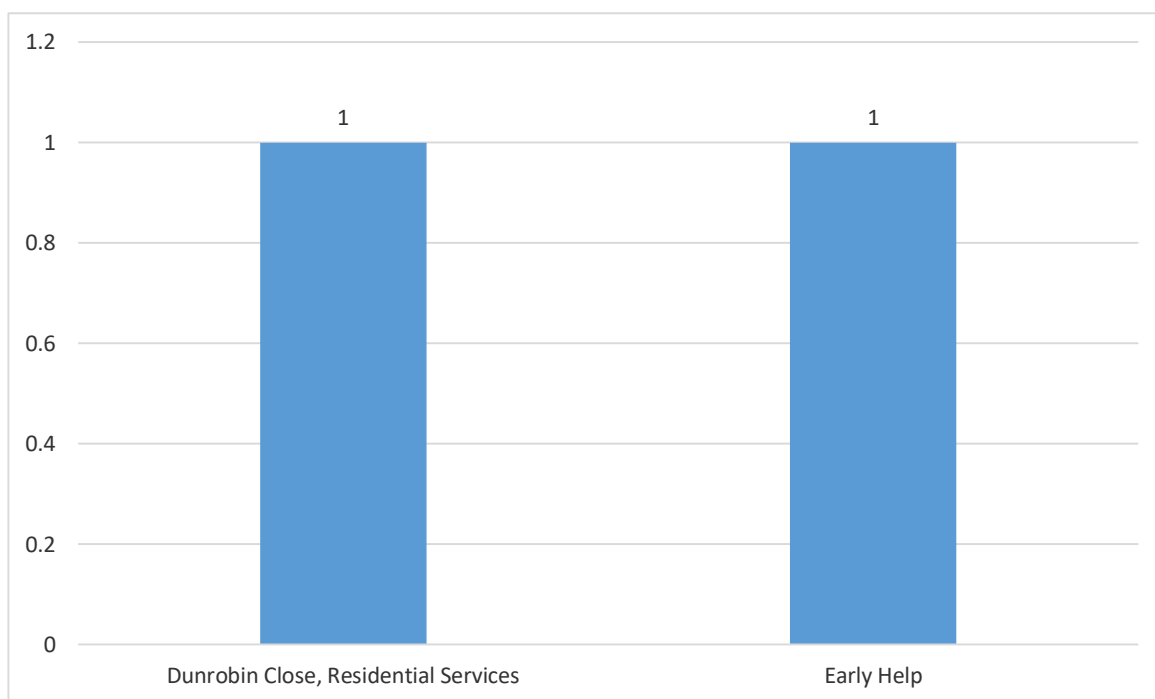


Compliments by Service Area/Team



Children and Adults Services received 4 corporate compliments, a slight decrease from 6 in 2018/19.

Comments by Service Area/Team



Children and Adults Services received 2 corporate comments, a slight decrease from 4 in 2018/19.

Complaints by Outcome

The below tables show the decisions reached on complaints during 2019/20. Some of the complaints determined during 2019/20 were received during 2018/19 and the first quarter of 2019/20, prior to the Council's structure change, hence them being logged against former services/teams.

Stage 1 Outcomes

Service Area/Team	Closed With No Response	Escalated to Stage 2 (No S1 Response)	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Safeguarding Team D	0	0	0	1	0	1	0	2
Life Stages 0 - 25	0	0	0	0	0	0	1	1
Children's Access Point	0	0	0	2	0	0	0	2
Early Help	0	0	1	0	0	0	1	2
First Response Team	0	0	1	1	0	0	0	2
LADO 19/20	0	0	0	1	0	0	0	1
SEND	0	0	0	2	2	2	0	6
School Admissions & Transport	0	0	0	2	3	1	1	7
Totals	0	0	2	9	5	4	3	23

Stage 2 Outcomes

Service Area/Team	Early referral to LGO	Escalated to LGO (No S2 Response provided)	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
16-19 Provision	0	0	0	0	0	1	0	1
Safeguarding Team D	0	0	0	1	0	0	0	1
Safeguarding Team A	0	0	0	1	0	0	0	1
Children's Access Point	0	0	1	0	0	0	0	1
Fostering & Supported Lodgings	0	0	0	1	0	0	0	1
LADO 19/20	0	0	0	1	0	0	0	1
Education	0	0	0	1	0	0	0	1
SEND	0	0	0	0	2	1	0	3
School Admissions & Transport	0	0	0	1	0	0	1	2
Totals	0	0	1	6	2	2	1	12

Organisational Learning

All resolution and organisational learning actions identified as a result of complaints are assigned to a responsible manager and progress against those actions is monitored by the Complaints Manager. In addition to those actions taken to resolve individual complaints, a number of service improvements were made following complaint investigations during 2019/20.

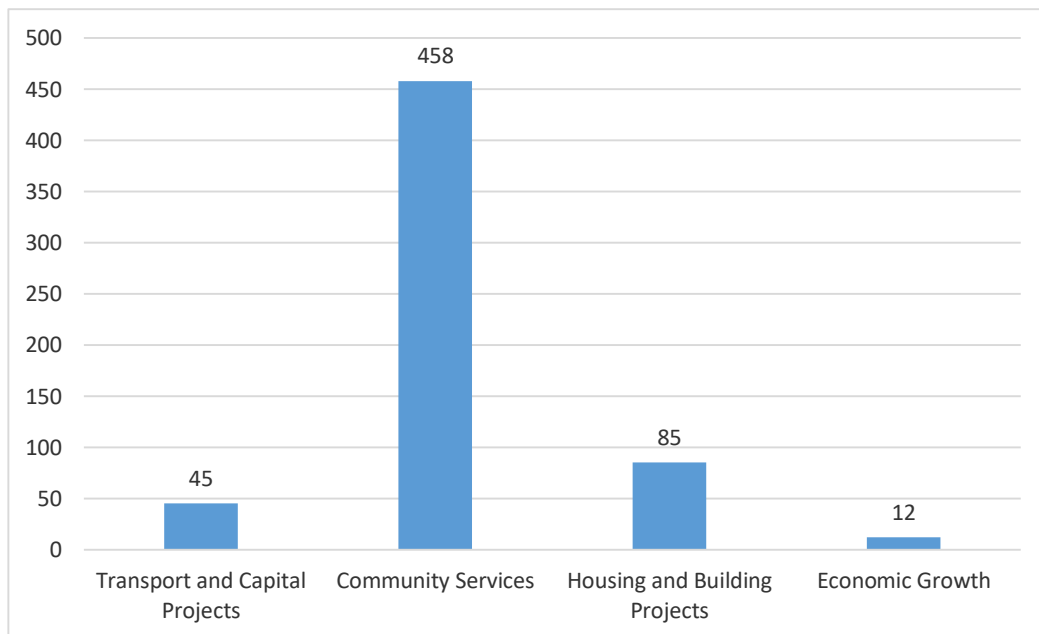
Following a complaint for the School Admissions and Transport, it was agreed that no decision to cease transport would be made without evidence of a graduated response to a situation and agreement by the Transport Manager.

Following a complaint for Special Educational Needs and Disabilities (SEND), it was agreed that the views of Foster Carers involved in the Education, Health and Care (EHC) Plan process would be properly recorded. It was also agreed that the Council would review its policies, procedures or processes to ensure that where a child with an EHC Plan is out of education, the Council reviews or amends their EHC Plan in accordance with the timescales set out in the Special educational needs and disability code of practice: 0 – 25.

Economic Growth and Neighbourhood Services

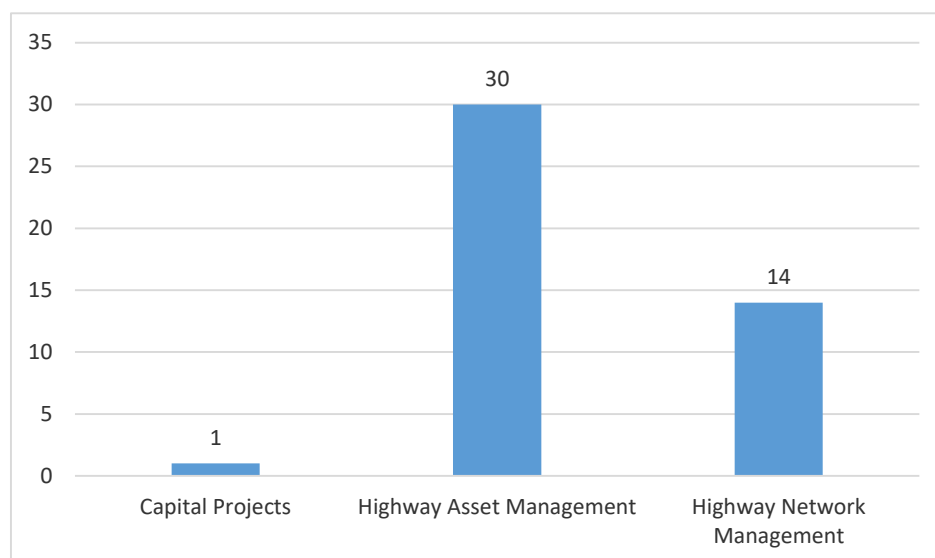
Complaints by Service Area/Team

Overview



Economic Growth and Neighbourhood Services received 600 complaints, an increase from 577 complaints in 2018/19.

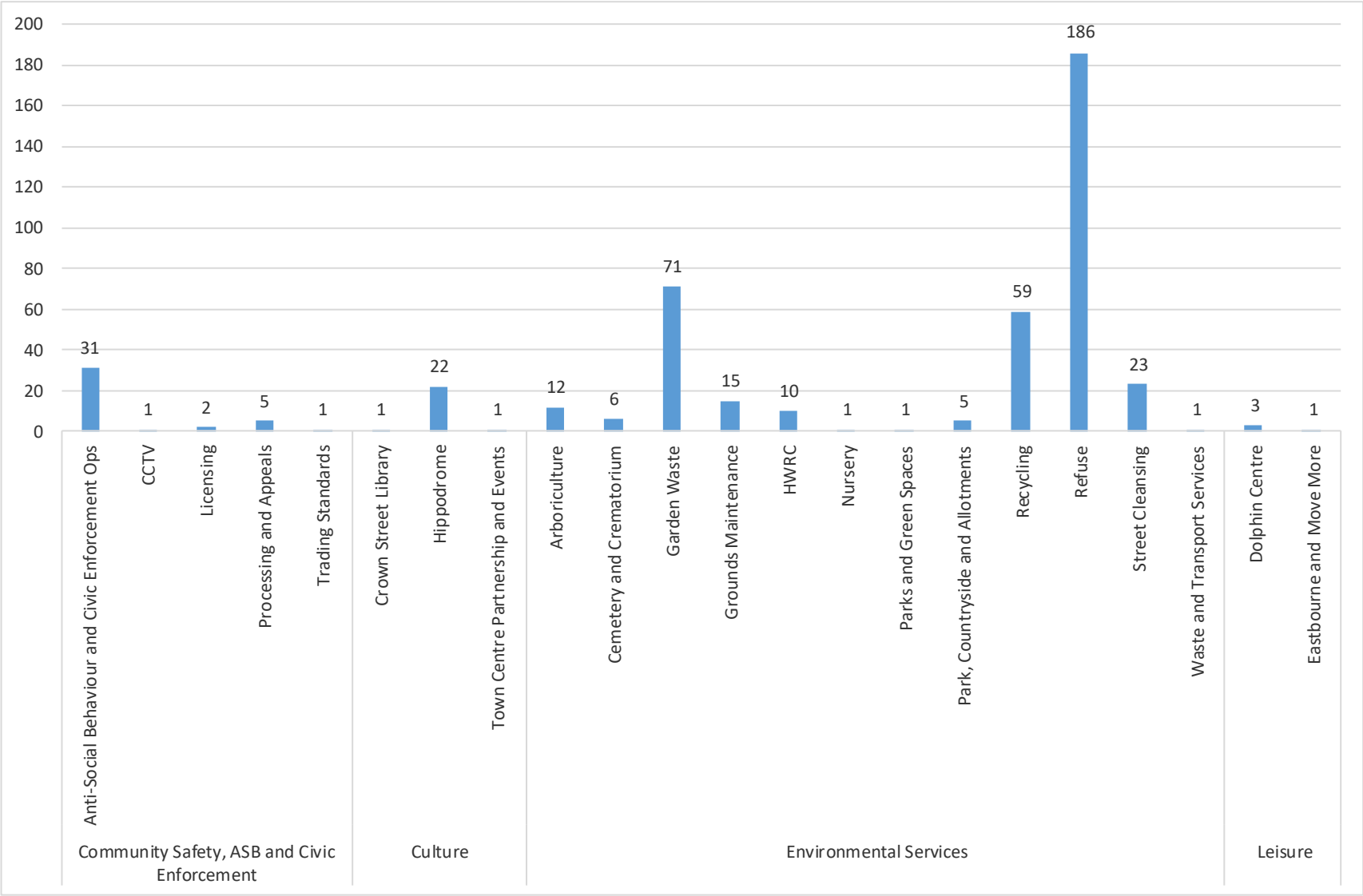
Transport and Capital Projects



Highway Asset Management received 30 complaints, a slight decrease from 31 in 2018/19. The most common themes were dissatisfaction with road resurfacing and lack of notification about road works.

Highway Network Management received 14 complaints, a slight decrease from 15 in 2018/19. There were no common themes identified.

Community Services



Community Services received 458 complaints, an increase from 388 2018/19.

ASB and Civic Enforcement Ops received 31 complaints, an increase from 15 complaints in 2018/19. Parking issues were the most common cause of complaint, followed by lack of response to reports.

The Hippodrome received 22 complaints, a significant decrease from 74 during 2018/19. A common theme was lack of enforcement action taken against customers causing a disturbance.

The Dolphin Centre received 3 complaints, a decrease from 5 in 2018/19.

Arboriculture received 12 complaints, a significant decrease from 23 in 2018/19. As in 2018/19 these complaints generally resulted from a lack of response to initial enquiries and/or dissatisfaction with a decision not to undertake works to a tree for the reasons requested.

Cemeteries and Crematorium received 6 complaints, an increase from 3 in 2018/19.

Grounds Maintenance received 15 complaints, an increase from 10 in 2018/19.

The new Garden Waste service received 71 complaints. This was mainly due to teething issues when the service was first launched.

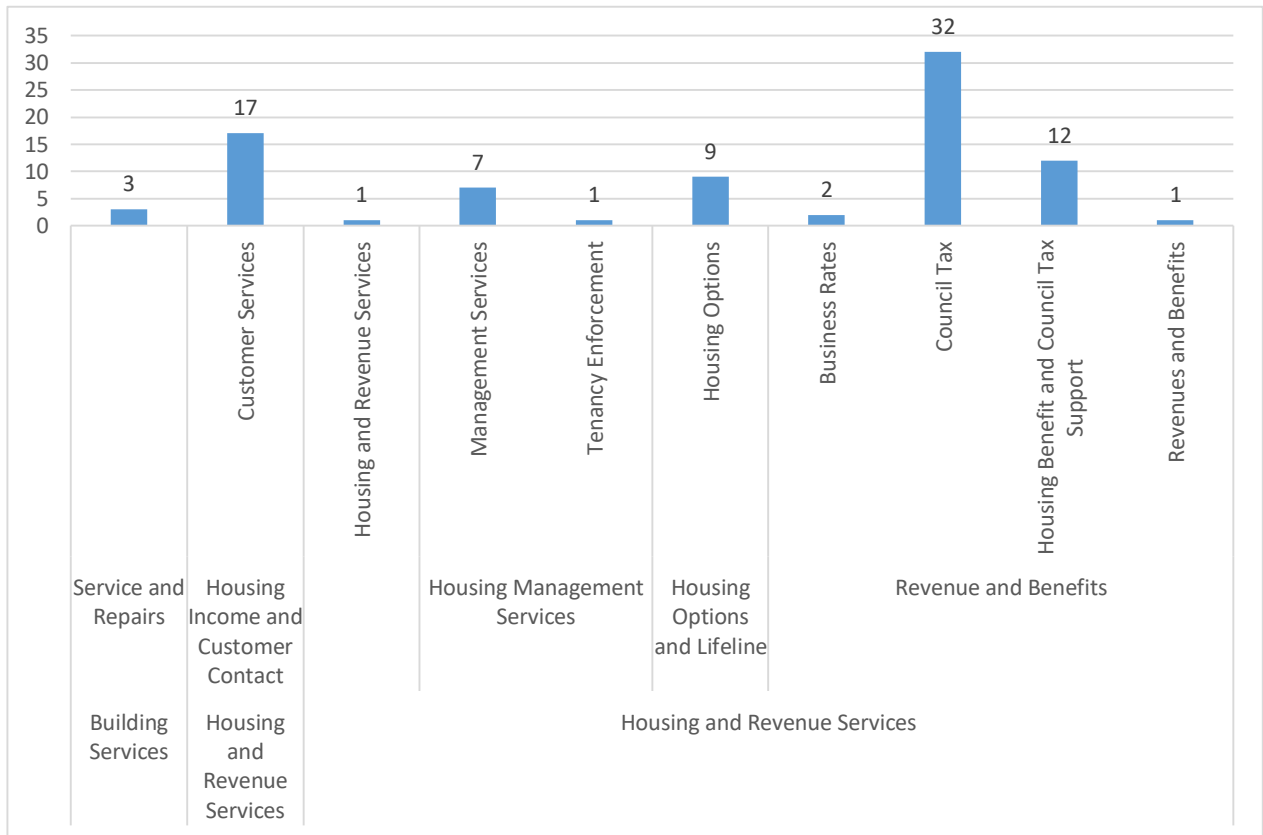
Street Cleansing received 23 complaints, the same amount received in 2018/19. These primarily related to the lack and quality of service provided.

Recycling Collection received 59 complaints, an increase from 44 in 2018/19. Complaints primarily related to collections being missed on one or more occasions.

Refuse Collection received 186 complaints, an increase from 150 in 2018/19. Complaints primarily related to collections being missed on one or more occasions. The continued high level of complaints can be attributed to people being more inclined to complain following the introduction of the Council's policy to no longer provide a recall service.

Household Waste Recycling Centre (HWRC) received 10 complaints, an increase from 3 in 2018/19.

Housing and Building Projects



Housing and Building Services received 85 complaints, a significant reduction from 115 in 2018/19.

Service and Repairs received 3 complaints, an increase from 2 in 2018/19.

Customer Services received 17 complaints, a significant reduction from 28 in 2018/19.

Housing Management Services received 8 corporate complaints, an increase from 6 in 2018/19. There were no discernible themes in the complaints received.

Council Tax received 32 complaints, a significant decrease from 43 in 2018/19. Issues with communication was the only identifiable theme.

Housing Benefit and Council Tax Support received 12 complaints, an increase from 6 in 2018/19.

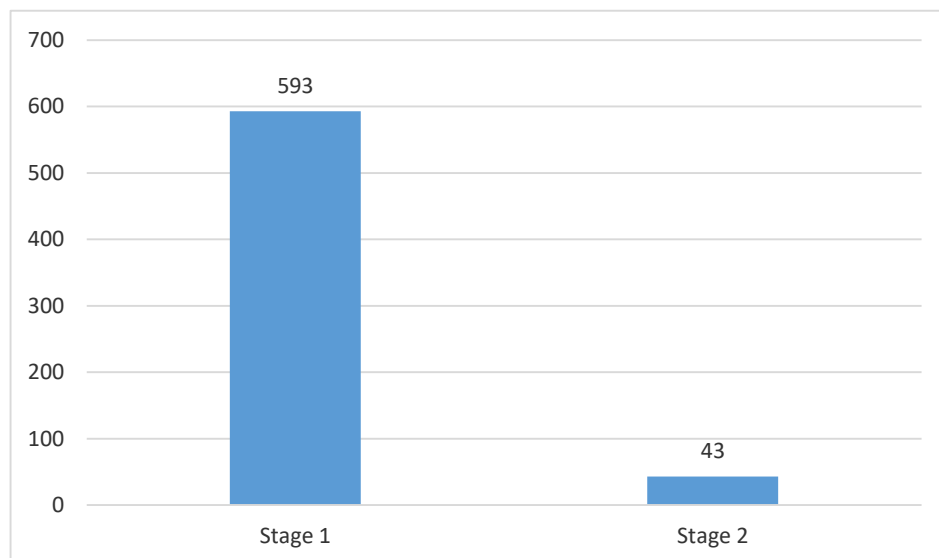
Economic Growth



Planning, Development Management and Environmental Health received 8 complaints, a significant decrease from 19 in 2018/19.

Development Management received 5 complaints, a decrease from 11 in 2018/19. There were no discernible themes identified.

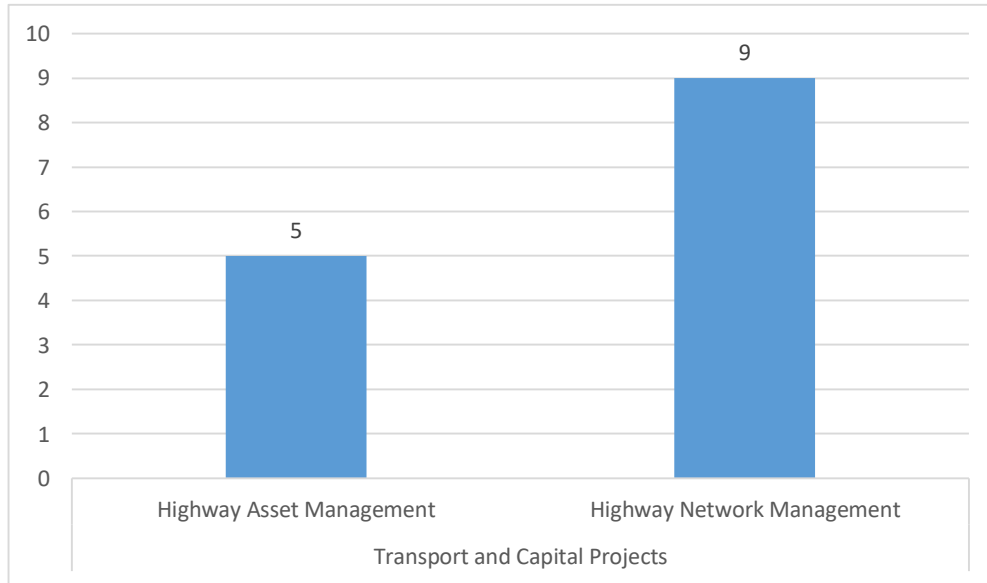
Complaints by Stage



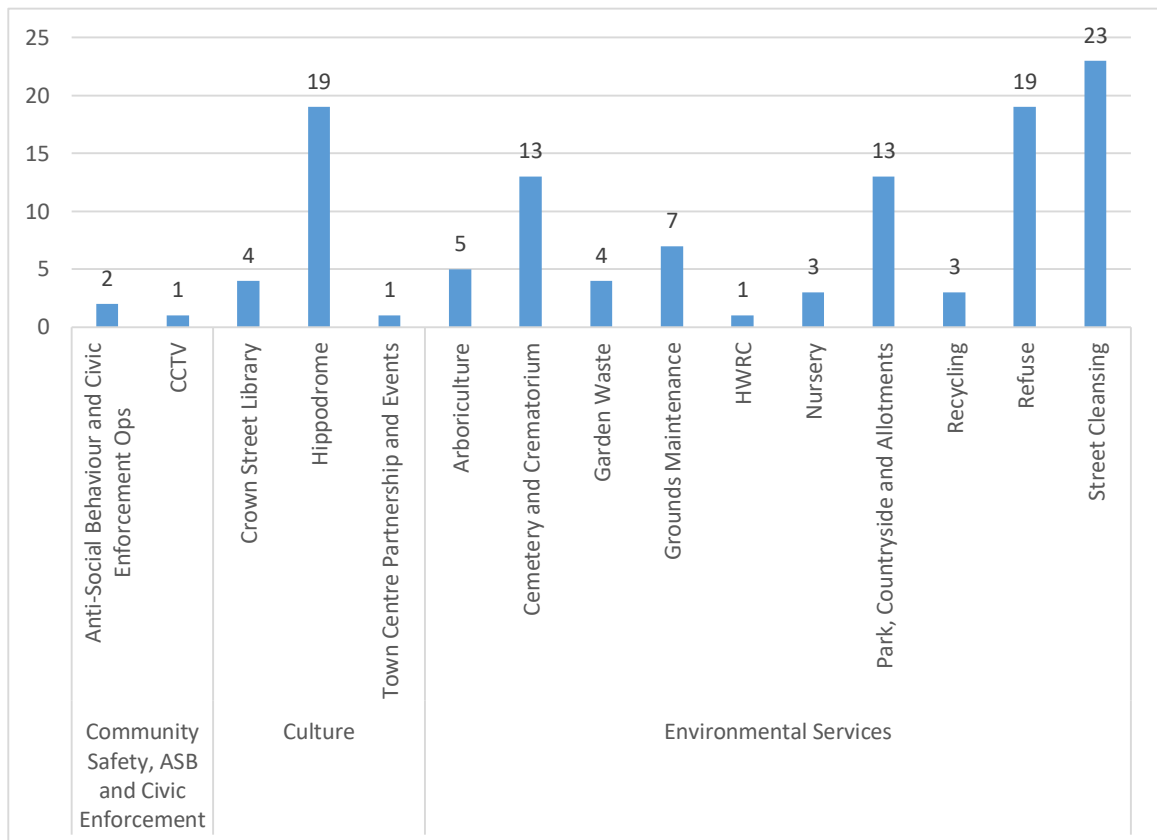
Seven complaints were escalated straight to stage 2.

Compliments by Service Area/Team

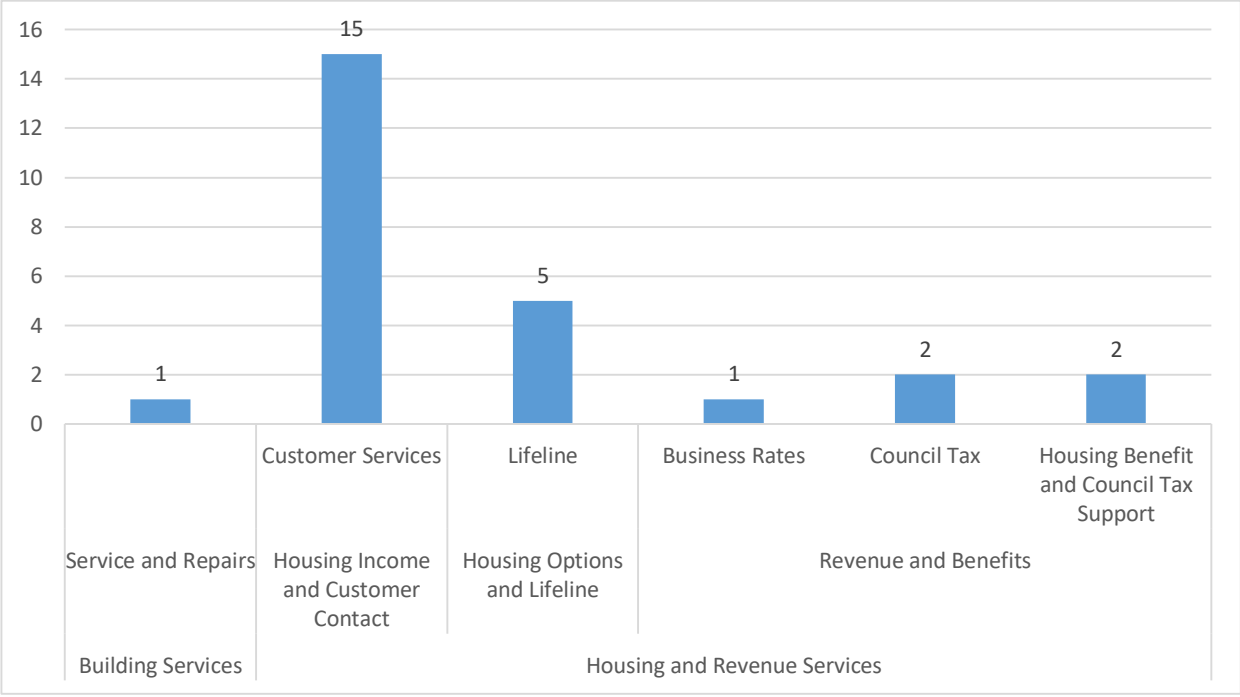
Transport and Capital Projects



Community Services

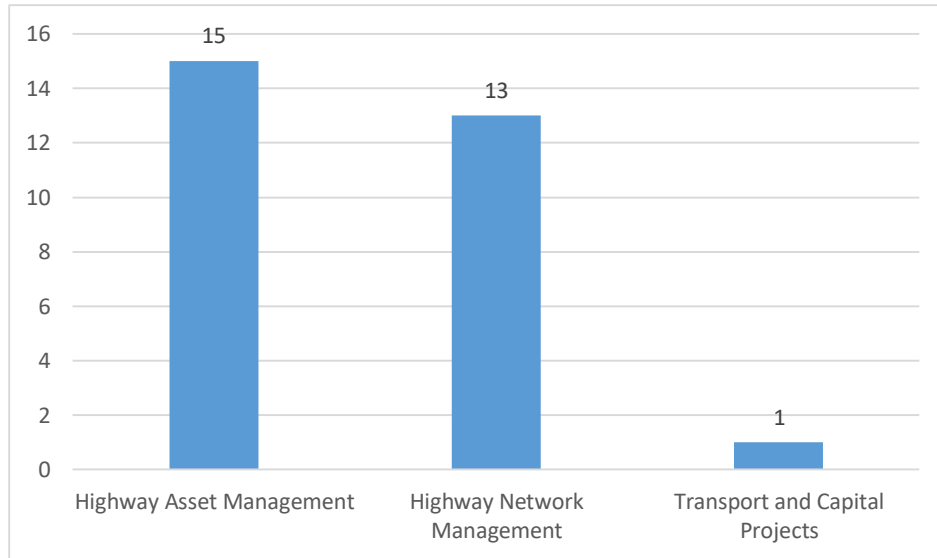


Housing and Building Services



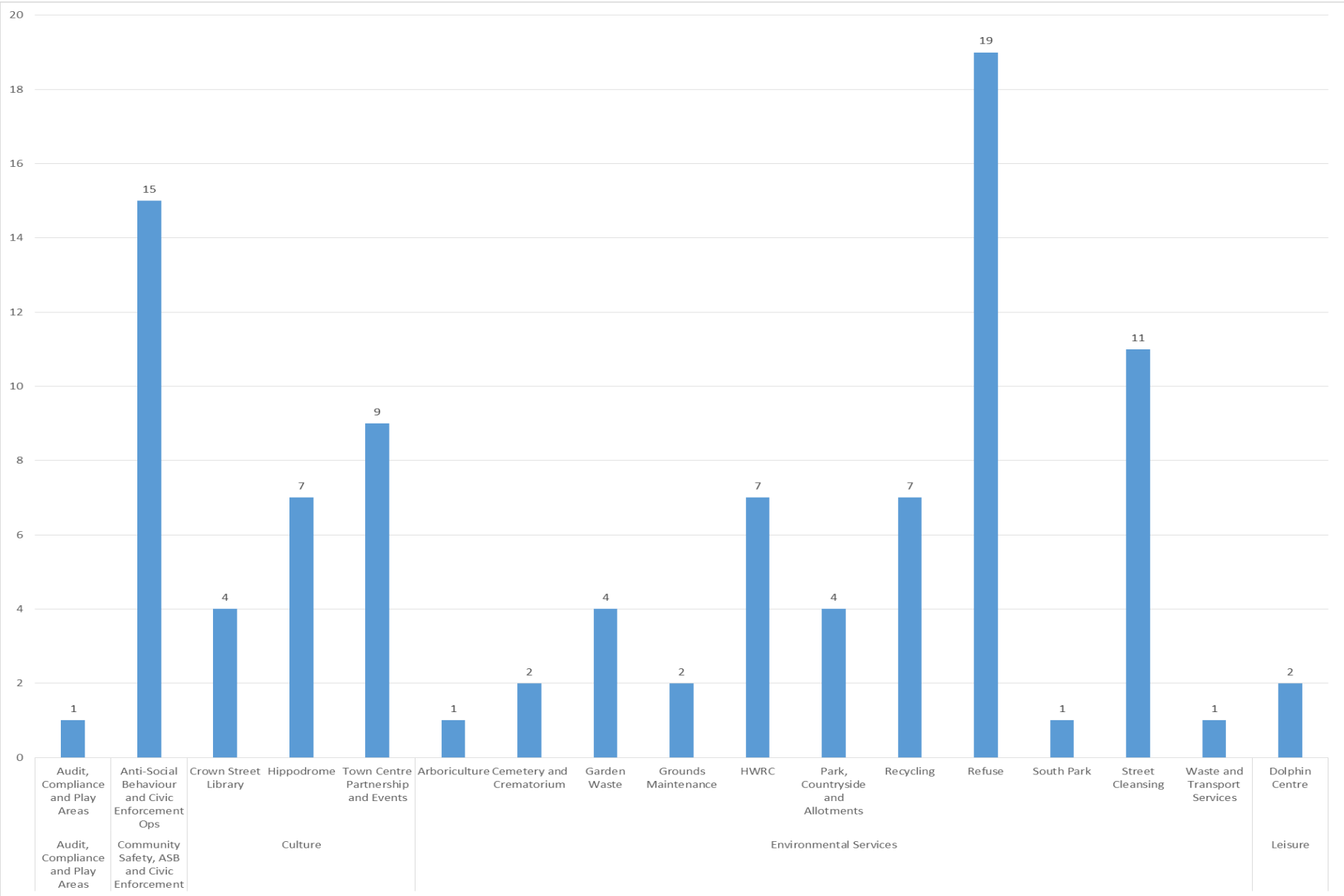
Comments by Service Area/Team

Transport and Capital Projects



There were no discernible themes in the comments received for Capital Projects, Transport and Highways Planning.

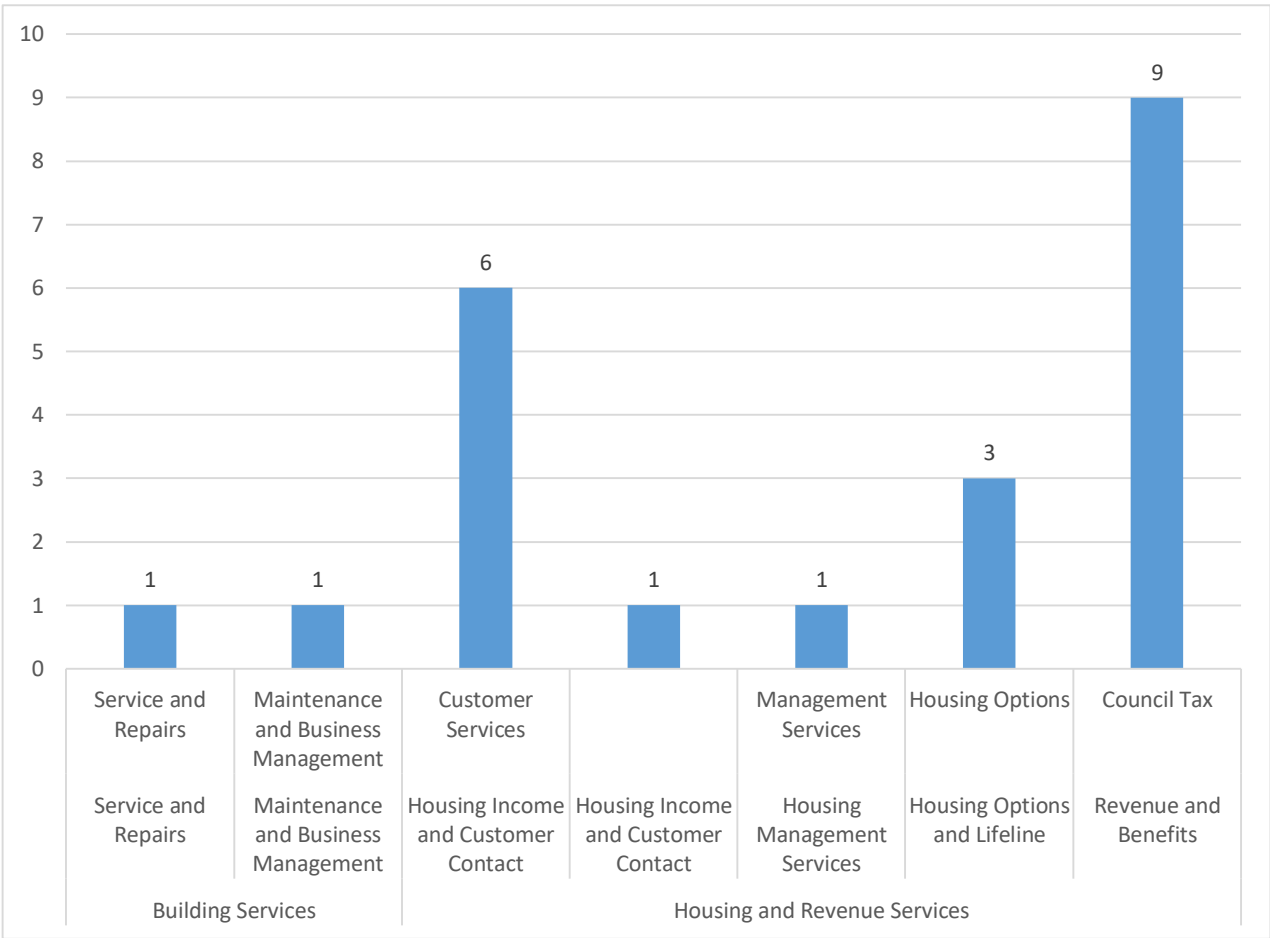
Community Services



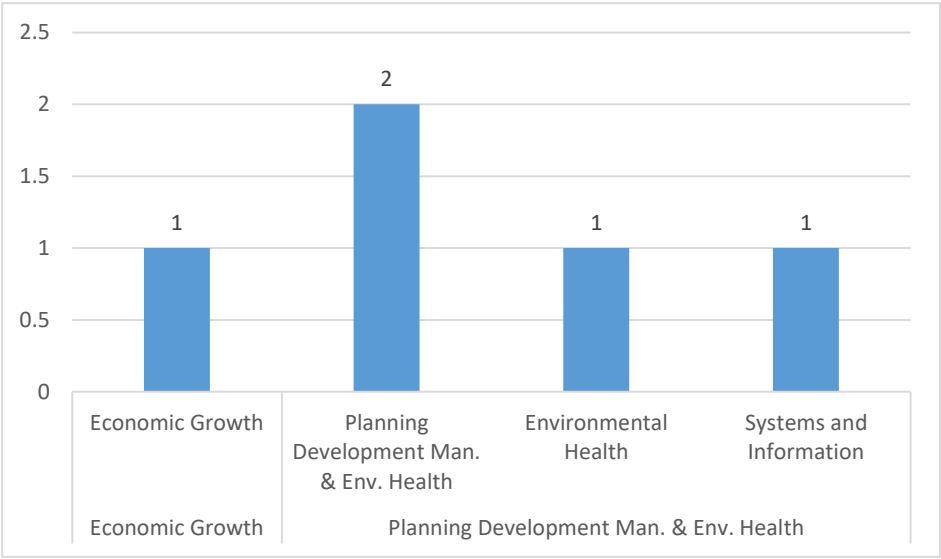
ASB and Civic Enforcement received 15 comments. Parking issues were the most common theme, particularly lack of enforcement action. There were no common themes in the comments for the Hippodrome.

Refuse received 19 comments, the most common themes were dissatisfaction with the charge for a replacement bin and the Council's policy to no longer provide a recall service for missed bins.

Housing and Building Services



Economic Growth



Complaints by Outcome

The below tables show the decisions reached on complaints during 2018/19. Some of the complaints determined during 2018/19 were received during 2018/19 and the first quarter of 2018/19, prior to the Council's structure change, hence them being logged against former services/teams.

Stage 1 Outcomes

Service Area/Team	Closed With No Response	Escalated to Stage 2 (No S1 Response)	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Capital Projects	0	0	0	0	1	0	0	1
Highway Asset Management	0	0	1	14	7	5	2	29
Highway Network Management	0	0	0	5	3	2	0	10
ASB & Civic Enforcement	0	1	0	5	1	3	0	10
Anti-Social Behaviour & Civic Enforcement Ops	0	0	1	7	2	3	0	13
CCVT	0	0	0	1	0	0	0	1
Processing & Appeals	0	0	0	3	1	0	0	4
Licensing	0	0	0	1	0	0	0	1
Trading Standards/Animal Welfare	0	0	0	0	0	1	0	1
Hippodrome	0	0	0	8	2	10	0	20
Crown Street Library	0	0	0	0	0	1	0	1
Town Centre Partnership & Events	0	0	0	1	0	0	0	1
Arboriculture	0	0	0	5	1	5	0	11
Cemetery & Crematorium	0	0	0	1	0	3	1	5
Parks and Green Spaces	0	0	0	0	0	0	1	1
Parks, Countryside & Allotments	0	0	0	3	0	1	0	4
Nursery	0	0	0	1	0	0	0	1
Grounds Maintenance	0	0	0	2	0	12	0	14

Street Cleansing	0	0	2	9	4	8	1	24
Waste & Transport Services	0	0	0	2	0	0	0	2
Garden Waste	0	0	4	4	6	53	3	70
Recycling	0	0	2	23	7	27	2	61
Refuse	0	0	8	79	16	72	5	180
HWRC	0	0	0	5	3	2	0	10
Dolphin Centre	0	0	0	3	0	0	0	3
Eastbourne & Move More	0	0	0	0	1	0	0	1
Service & Repairs 19/20	0	0	0	1	0	1	0	2
Customer Services	0	0	0	3	2	5	5	15
Management Services	0	0	0	3	0	1	2	6
Tenancy Enforcement	0	0	0	0	0	1	0	1
Housing Options	0	0	0	4	4	1	0	9
Revenues & Benefits	0	0	0	1	0	0	0	1
Private Sector Housing	0	0	0	1	0	0	0	1
Business Rates	0	0	0	2	0	0	0	2
Council Tax	0	0	4	18	1	3	4	30
Housing Benefit & Council Tax Support	0	0	1	7	2	0	0	10
Planning Development Man. & Env. Health	0	0	0	1	0	0	0	1
Development Management	0	0	0	3	0	0	0	3
Environmental Health	0	0	0	1	0	0	0	1
Environmental Protection	0	0	0	1	0	1	0	2
Building Control	0	0	0	0	1	0	0	1
Planning Policy	0	0	0	1	0	0	0	1
Totals	0	1	23	229	65	221	26	565

Stage 2 Outcomes

Service Area/Team	Early referral to LGO	Escalated to LGO (No S2 Response provided)	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Highway Asset Management	0	0	0	0	1	1	0	2
Highway Network Management	0	0	0	2	1	0	0	3
Capital Projects	0	0	1	1	0	0	0	2
ASB & Civic Enforcement	0	0	0	3	0	0	0	3
Anti-Social Behaviour & Civic Enforcement Ops	0	0	0	0	1	0	0	1
Hippodrome	0	0	0	1	0	0	0	1
Dolphin Centre	0	0	0	0	1	0	0	1
Cemeteries and Crematoria	0	0	0	1	0	0	0	1
Arboriculture	0	0	0	3	0	1	1	5
Grounds Maintenance	0	0	0	1	0	0	0	1
Street Cleansing	0	0	0	1	0	0	0	1
Garden Waste	0	0	1	1	0	4	0	6
Refuse	0	0	1	1	0	3	2	7
Recycling	0	0	0	2	0	0	0	2
HWRC	0	0	0	1	0	0	0	1
Winter Maintenance & Call Out	0	0	0	1	0	0	0	1
Housing & Revenue Services	0	0	0	1	0	0	0	1
Management Services	0	0	0	1	0	0	0	1
Housing Options	0	0	0	1	1	0	0	2
Revenues & Benefits	0	0	0	0	0	0	1	1
Council Tax	0	0	1	2	0	1	1	5
Customer Services	0	0	0	0	1	0	0	1
Environmental Health	0	0	0	1	1	0	0	2

Planning Development Man. & Env. Health	0	0	0	0	1	0	0	1
Totals	0	0	4	25	8	10	5	52

Organisational Learning

All resolution and organisational learning actions identified as a result of complaints are assigned to a responsible manager and progress against those actions is monitored by the Complaints Manager. In addition to those actions taken to resolve individual complaints, a number of service improvements were made following complaint investigations during 2018/19.

As a result of a complaint for Highway Network Management, it was arranged for a dropped kerb to be placed on double yellow lines adjacent to a disabled parking bay near South Park.

A further complaint for Highways Network Management resulted in white access protection marking across a driveway being installed.

As a result of a complaint to ASB and Civic Enforcement, a bespoke hidden camera was acquired with a view to identifying fly-tippers and other offenders.

A further complaint to ASB and Civic Enforcement resulted in Civic Enforcement Officers receiving training with the dog warden regarding procedure when he is absent from work.

A complaint to the Hippodrome resulted in a review of processes regarding customers causing a disturbance, this also led to additional training with the front of house team and also ensured the security firm communicate clearly to managers.

As a result of a complaint to Cemeteries and Crematoria, it was arranged for the cemetery staff to receive chain saw training to allow the team to remove fallen trees in a timelier manner.

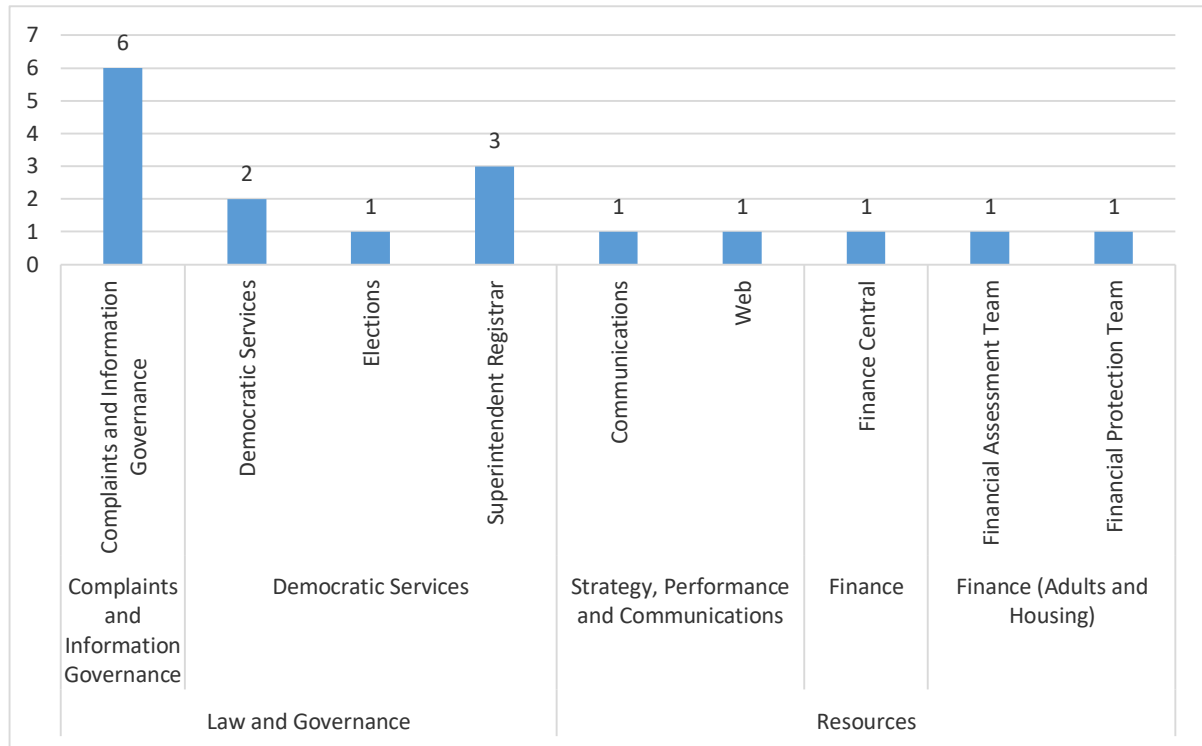
A complaint to Street Cleaning resulted in the organisation of a new route schedule for large sweepers to enable all areas to be swept in approximately a six week rota and have a more detailed record of not only when the road has been serviced but also if any problems have arisen.

As a result of a complaint to Customer Services, the scanning stations were moved further away from the kiosk to allow further access and more privacy.

Complaints, Compliments and Comments by Department Resources

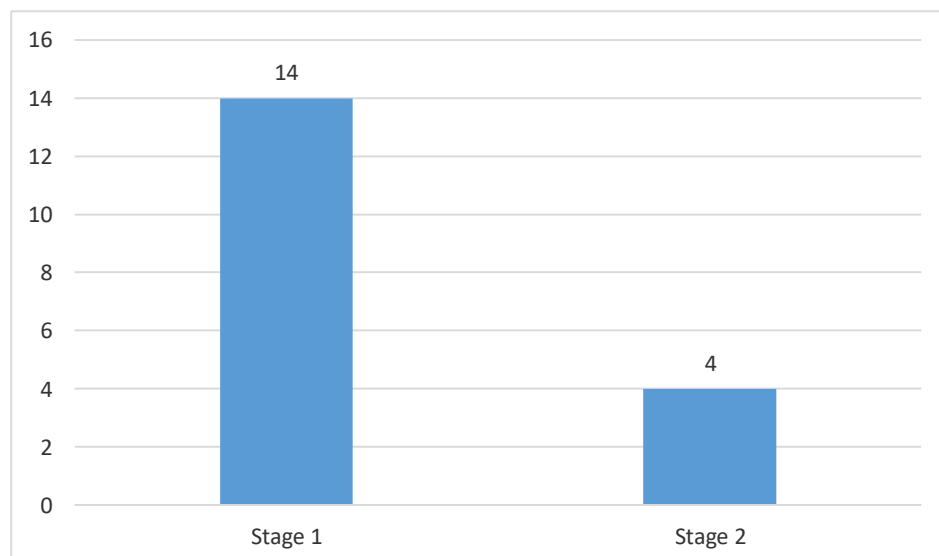
Complaints by Service Area/Team

Overview



The Complaints and Information Governance Team received 6 complaints, a reduction from 10 in 2018/19. The most common theme remained dissatisfaction with the response to subject access requests.

Complaints by Stage



Complaints by Outcome

The below tables show the decisions reached on complaints during 2018/19. Some of the complaints determined during 2018/19 were received during 2018/19 and the first quarter of 2018/19, prior to the Council's structure change, hence them being logged against former services/teams.

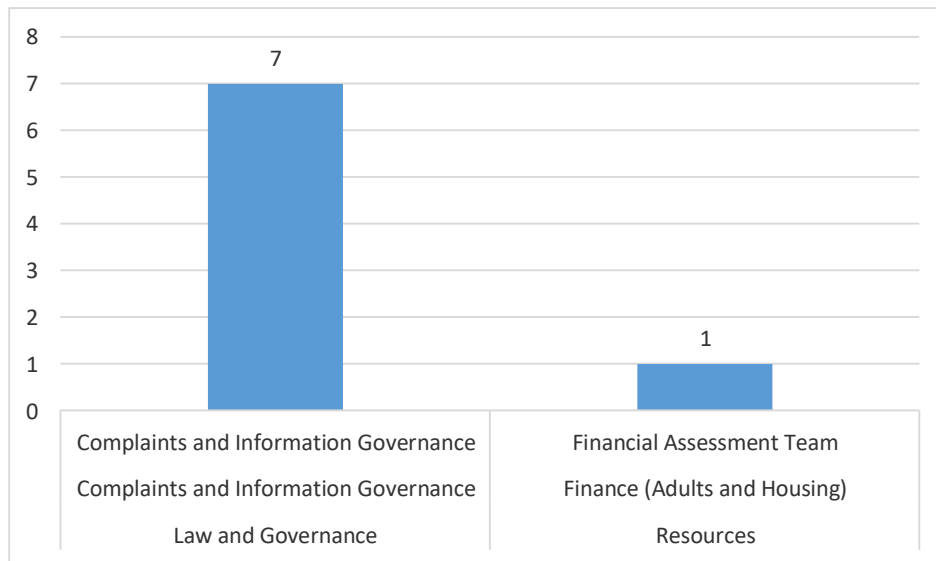
Stage 1 Outcomes

Service Area/Team	Closed With No Response	Escalated to Stage 2 (No S1 Response)	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Complaints & Information Governance Team	0	0	0	1	2	1	0	4
Democratic Services	0	0	0	0	1	0	0	1
Elections	0	0	0	0	0	1	0	1
Superintendent Registrar	0	0	0	3	0	0	0	3
Web	0	0	0	0	1	0	0	1
Financial Assessment Team	0	0	0	0	0	1	0	1
Finance (Central/Treasury Management)	0	0	0	0	0	1	0	1
Totals	0	0	0	4	4	4	0	12

Stage 2 Outcomes

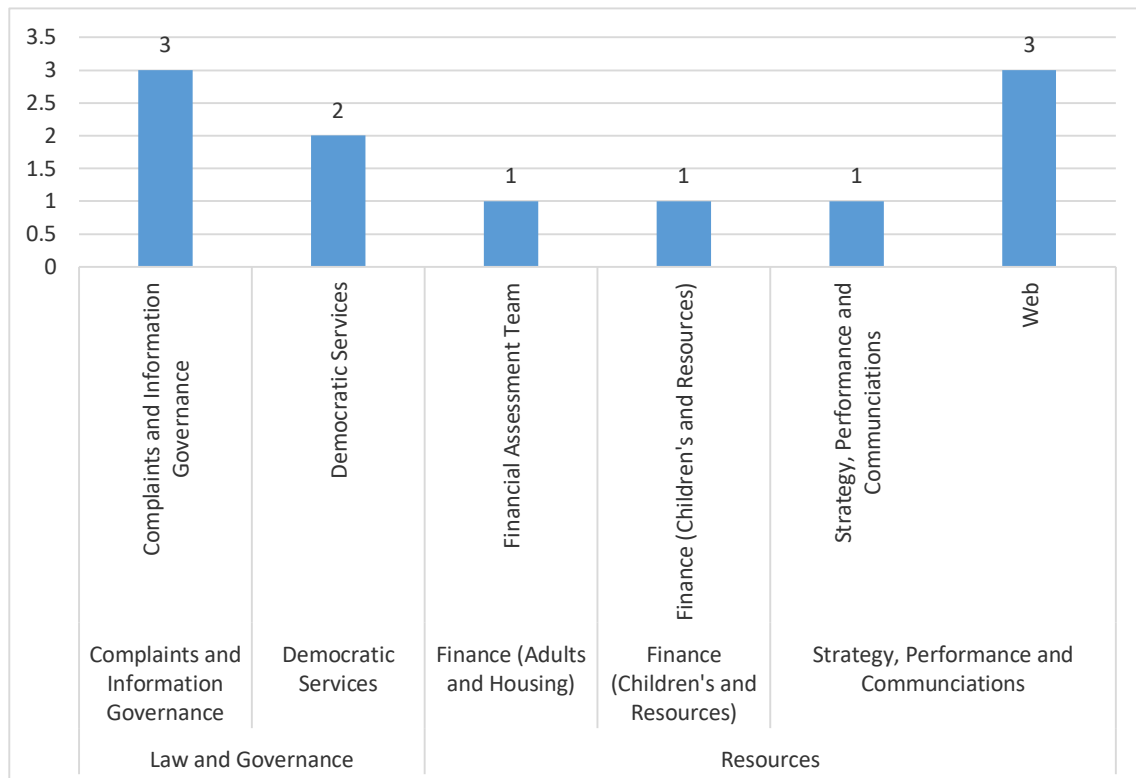
Service Area/Team	Early referral to LGO	Escalated to LGO (No S2 Response provided)	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Complaints & Information Governance Team	0	0	0	1	0	2	0	3
Totals	0	0	0	1	0	2	0	3

Compliments by Service Area/Team



Comments by Service Area/Team

Overview



Organisational Learning

All resolution and organisational learning actions identified as a result of complaints are assigned to a responsible manager and progress against those actions is monitored by the Complaints Manager. In addition to those actions taken to resolve individual complaints, one service improvements was made following a complaint investigation during 2018/19.

Following a complaint to the Elections Team regarding delayed receipt of ballot papers, it was agreed that future mailings will go directly into the Royal Mail, rather than via Adare Post.

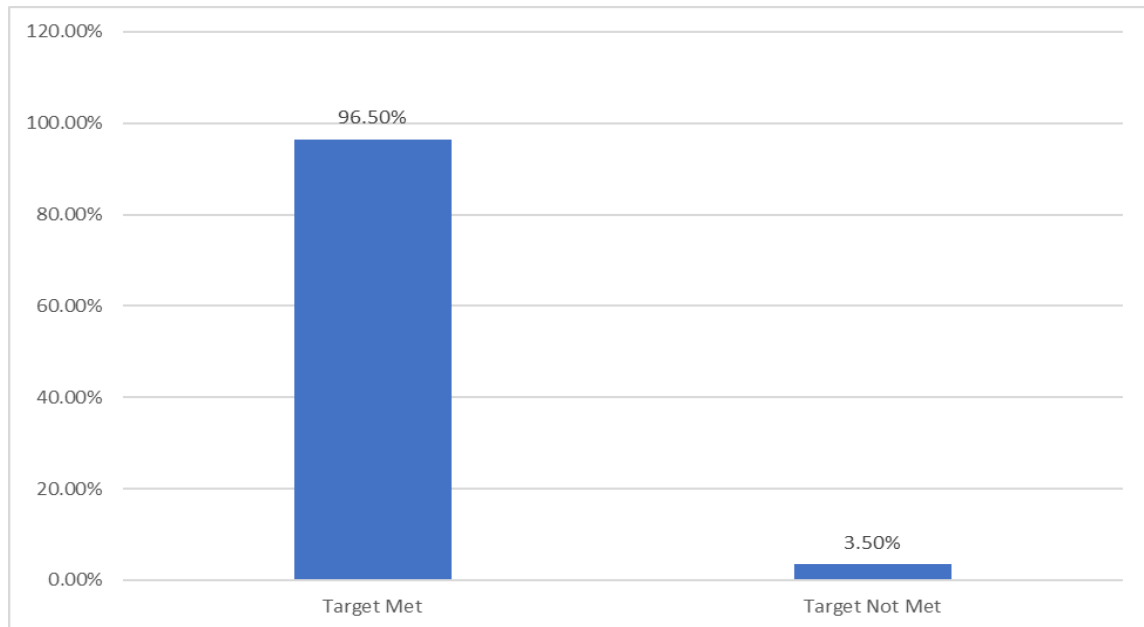
Following a complaint to the Complaints and Information Governance Team, it was agreed that, where appropriate, call recordings should be disclosed as part of a subject access request. Specifically in cases where an applicant requests details of calls or where their contact with the Council has been via the Contact Centre. Staff were reminded that on receipt of a request for call recordings, a copy is sent to the Contact Centre in addition to the services.

A complaint regarding Council's disregard of its statutory obligations under Regulations 113 (7) & (8) of the Public Contracts Regulation 2015 resulted in the necessary information being published on the website.

Performance against the Corporate Complaints, Compliments and Comments Procedure

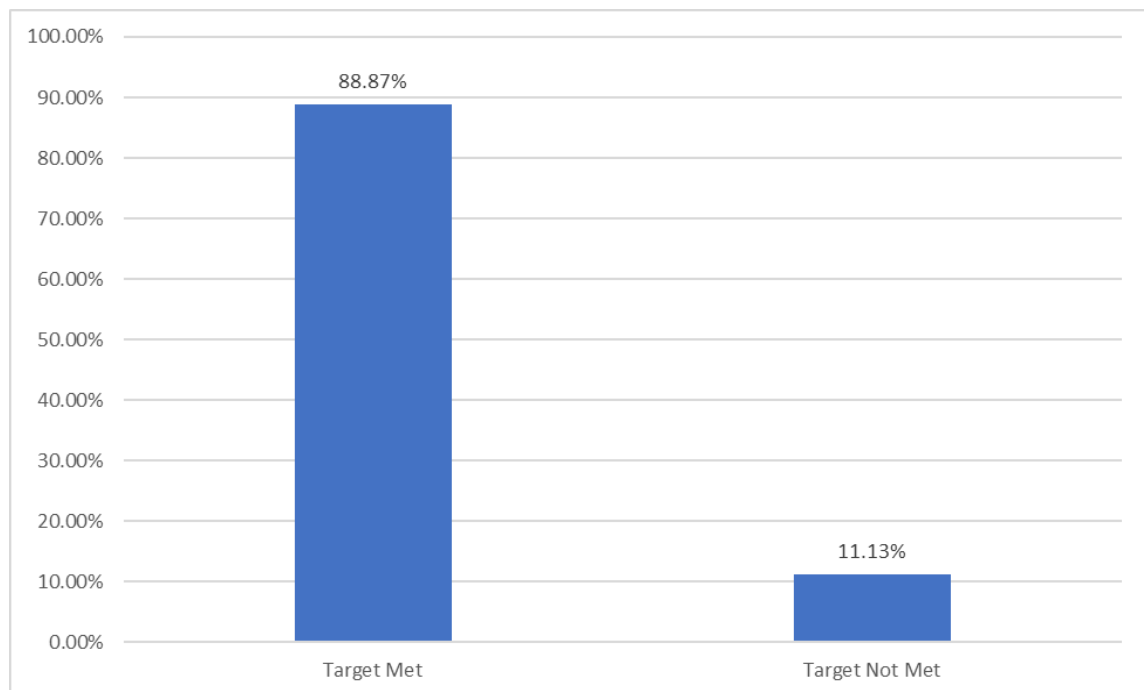
Stage 1

Performance against Stage 1 acknowledgement target (3 working days)



This was an increase in performance from 79.9% in 2018/19.

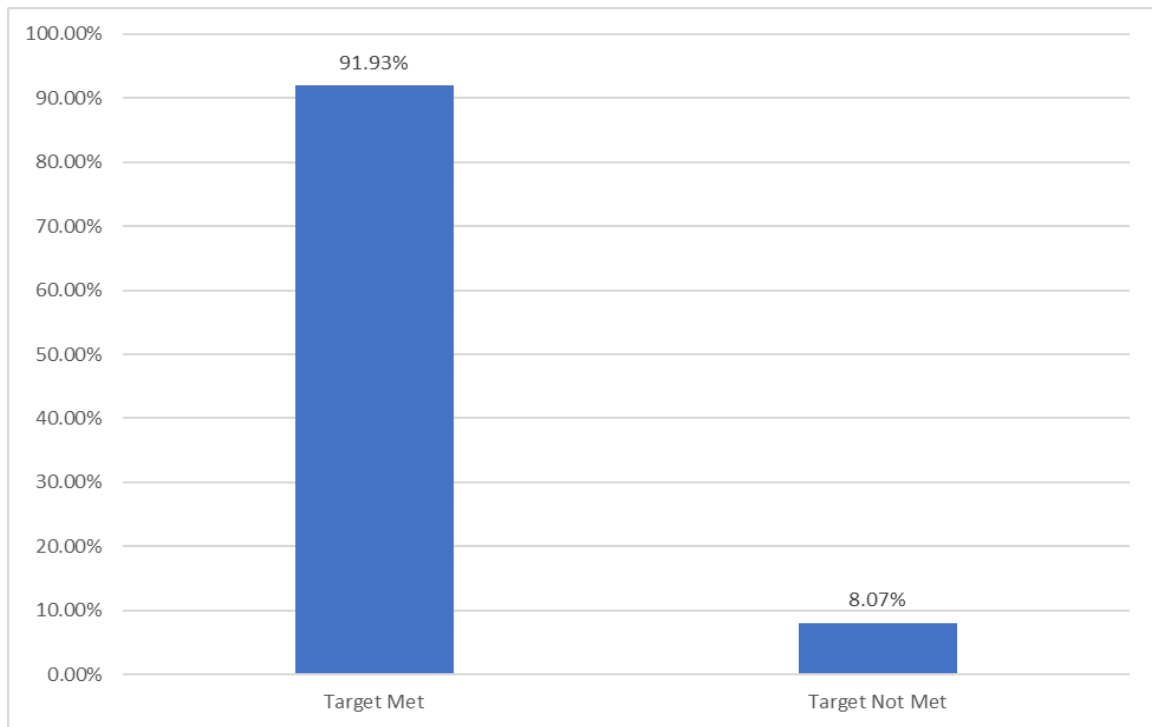
Performance against Stage 1 response target (25 working days)



This was an increase in performance from 80.8% in 2018/19.

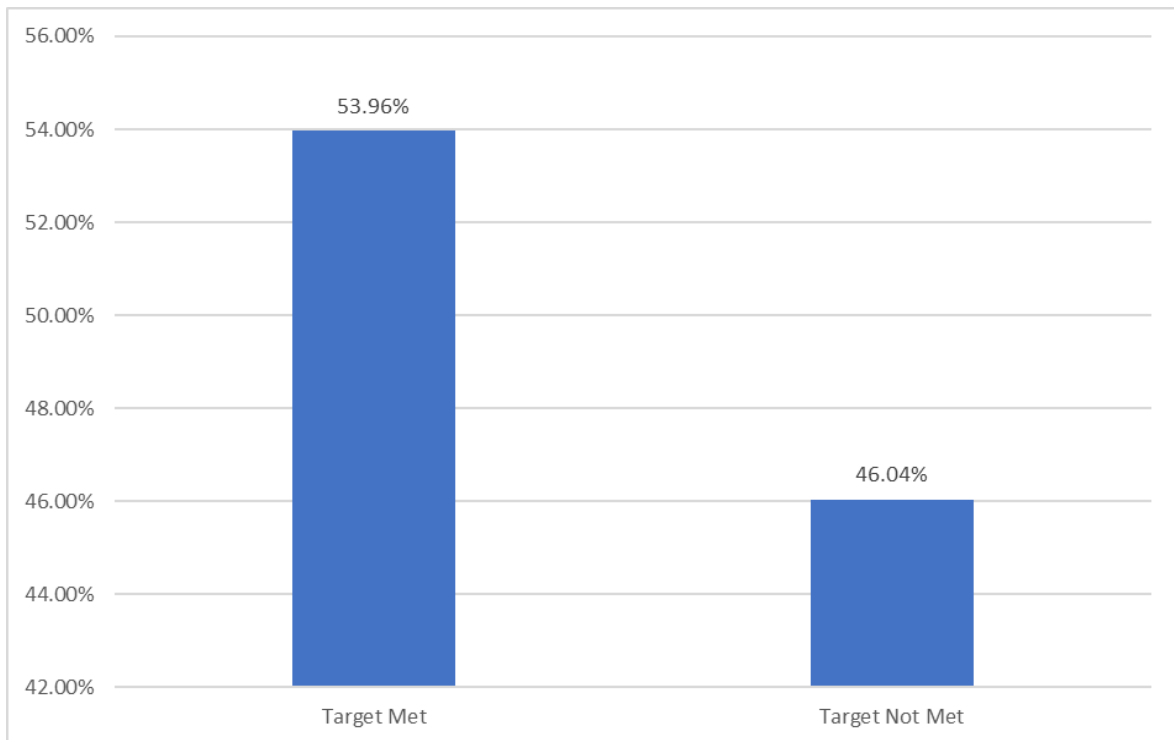
Stage 2

Performance against Stage 2 acknowledgement target (3 working days)



This was an increase in performance from 70% in 2018/19.

Performance against Stage 2 response target (30 working days)



This was an increase in performance from 30% in 2018/19.

Further Recommendations

The Council should work to improve performance against the Stage 2 response target.

Performance against Local Performance Indicators

In relation to corporate complaints the Council's key performance indicator is the number of maladministration decisions received from the Local Government and Social Care Ombudsman. The Council received 1 maladministration decision during 2019/20, an increase from 0 in 2018/19.

Full details of those complaints determined by the LGSCO are included in the Cabinet reports of 3 December 2019 and 15 September 2020 entitled [Review of Outcome of Complaints Made to Ombudsman](#).



Housing Complaints, Compliments and Comments Annual Report 2019/20

Contents

	Page
Introduction	3
Housing Complaints, Compliments and Comments Procedure	3
Public Information and Accessibility	4
Complaints Information and Organisational Learning.....	5
Overview of Complaints, Compliments and Comments	5
Performance against the Housing Complaints, Compliments and Comments Procedure.....	15
Further recommendations.....	18

Introduction

This report provides an analysis of the complaints, compliments and comments received by the Council during 2019/20 under the Housing Complaints, Compliments and Comments Procedure (the procedure). The purpose of the report is to identify topics and trends in relation to complaints; identify areas of organisational learning that have taken place over the past year as a result of the complaints received and make further recommendations based on trend data to improve services. The report also highlights any areas of good practice and seeks to identify topics and trends in relation to comments made by members of the public so that the Council can take action where appropriate to improve services.

In addition to the statistical information presented in this report it is important to recognise the work of the Complaints and Information Governance (CIG) Team that underpins this in terms of promoting an organisational culture in which complaints are recognised, accepted, owned and resolved as efficiently and as close to the point of service delivery as possible. This also enables the Council to collect accurate information on complaints in order to identify topics and trends and improve services accordingly.

Housing Complaints, Compliments and Comments Procedure

The procedure sets out how the Council will deal with complaints, compliments and comments received about the Council as a social landlord (as well as in respect of its ownership and management of leasehold housing).

The procedure has three stages. Stage 1 is a local resolution stage where we try to resolve those complaints that cannot be resolved immediately as part of our day to day business. Stage 1 complaints are dealt with locally, that is within the service being complained about. We aim to resolve the majority of complaints at Stage 1 of the procedure.

Stage 2 is a formal investigation stage where complaints will usually be investigated by the Complaints Investigator or Complaints Manager.

Stage 3 is a mandatory stage between the Council and the Housing Ombudsman. This is referred to as the 'designated person' or 'democratic filter'. The designated person or democratic filter can be an MP, a local Councillor or a recognised Tenant Panel. In Darlington we do not currently have a recognised Tenant Panel (from here onwards referred to as the Tenants' Complaints Panel).

Should a tenant remain dissatisfied with the Council's response to their complaint, they will be required to refer the matter to the 'designated person' or 'democratic filter'. The 'designated person' or 'democratic filter' may help resolve the complaint directly, refer the complaint to the Housing Ombudsman or decide to do neither. If the 'designated person' or 'democratic filter' decides not to take any action the complainant will be entitled to refer the matter to the Housing Ombudsman

directly. The complainant will also be able to approach the Housing Ombudsman directly in cases where eight weeks have elapsed since the Council's response to their complaint at Stage 2 of the procedure.

Public Information and Accessibility

We are committed to making sure that everyone has equal access to all our services. To help make sure the Council's complaints procedures are easily accessible we have produced two leaflets (one for children and young people and one for adults) covering all Council services to reflect the single point of access for complainants within the Council. The leaflets are available in all Council buildings. They have been written in line with the Plain English Campaign standards. The title is written in the most commonly used community languages and it contains details on how to access the information in other formats, for example, large print, audio and Braille.

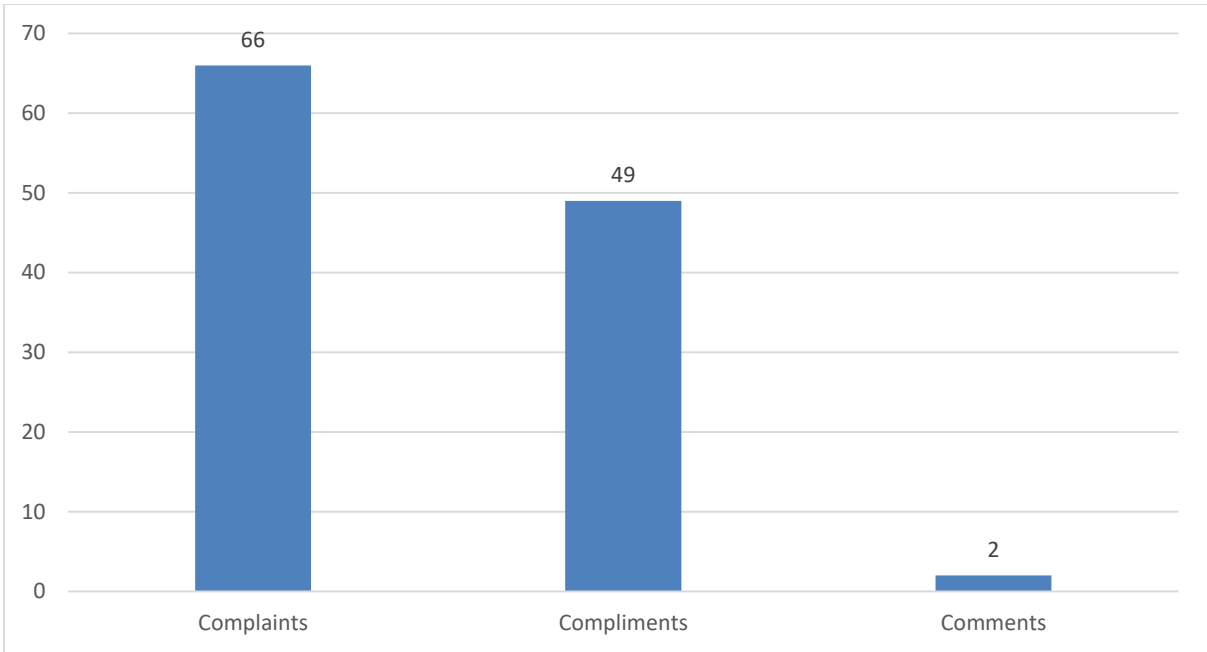
Information is available on the Council's website which contains an electronic form people can use to make a complaint, pay someone a compliment or pass comment on Council services. People may make a complaint in any format they wish. This can be in writing, email, via the web, over the phone, in person or by any other reasonable means.

The Complaints and Information Governance Manager can arrange advocates and interpreters (including British Sign Language interpreters) where appropriate.

Complaints Information and Organisational Learning

Overview of Complaints, Compliments and Comments

Total Complaints, Compliments and Comments

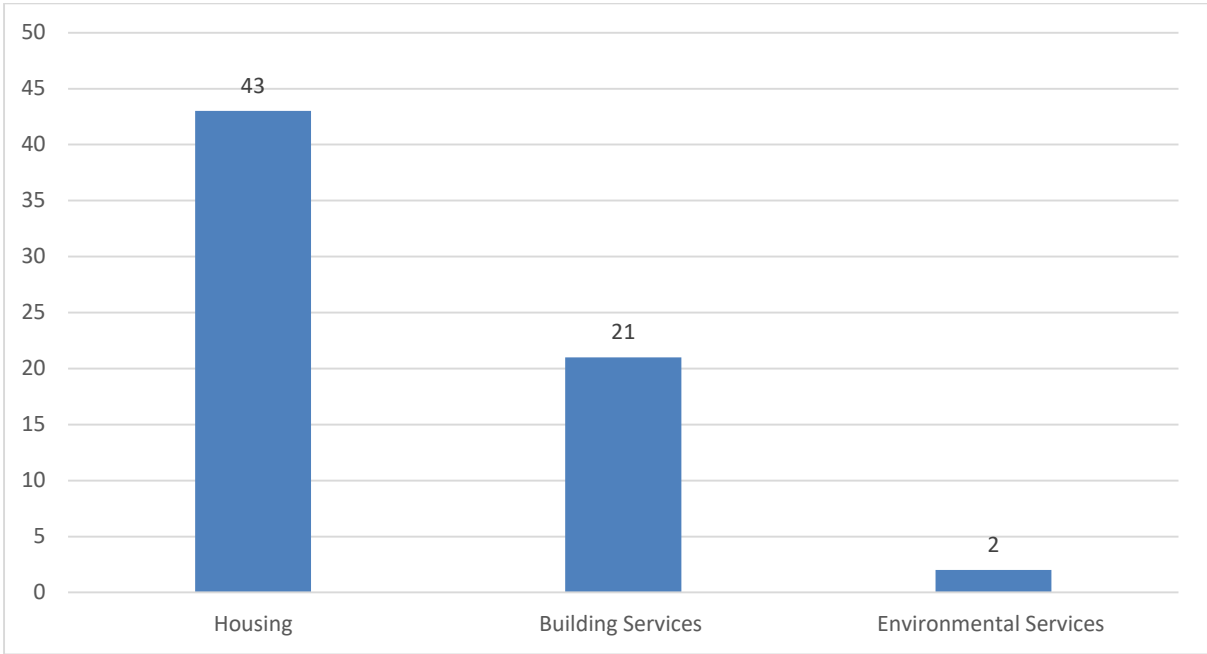


Between 1 April 2019 and 31 March 2020 the Council received a total of 66 complaints under the procedure, a reduction from 70 in 2018/19. A total of seven complaints were considered at Stage 2, a reduction from 10 in 2018/19. Six of the Stage 2 complaints were initially dealt with at Stage 1, while one was escalated directly to Stage 2. No complaints were considered at Stage 3, as was the case in 2018/19.

The Council received 49 compliments under the procedure, an increase from 28 in 2018/19.

The Council also receive 2 comments, the same number as in 2018/19.

Complaints by Service

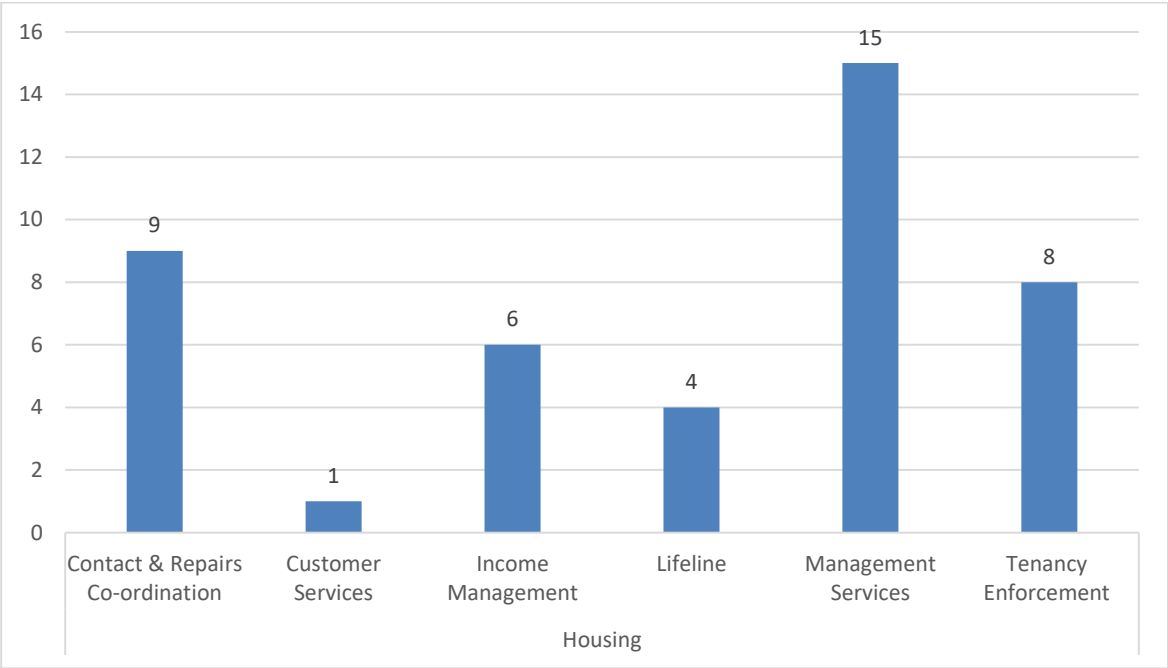


Housing received 42 complaints, an increase from 39 in 2018/19.

Building Services received 20 complaints, a decrease from 30 in 2018/19.

Environmental Services received two complaints, an increase from one in 2018/19.

Complaints by Team – Housing Service



Contact & Repairs Co-ordination received nine complaints, compared to zero in 2018/19.

Customer Services received one complaint, a decrease from three in 2018/19.

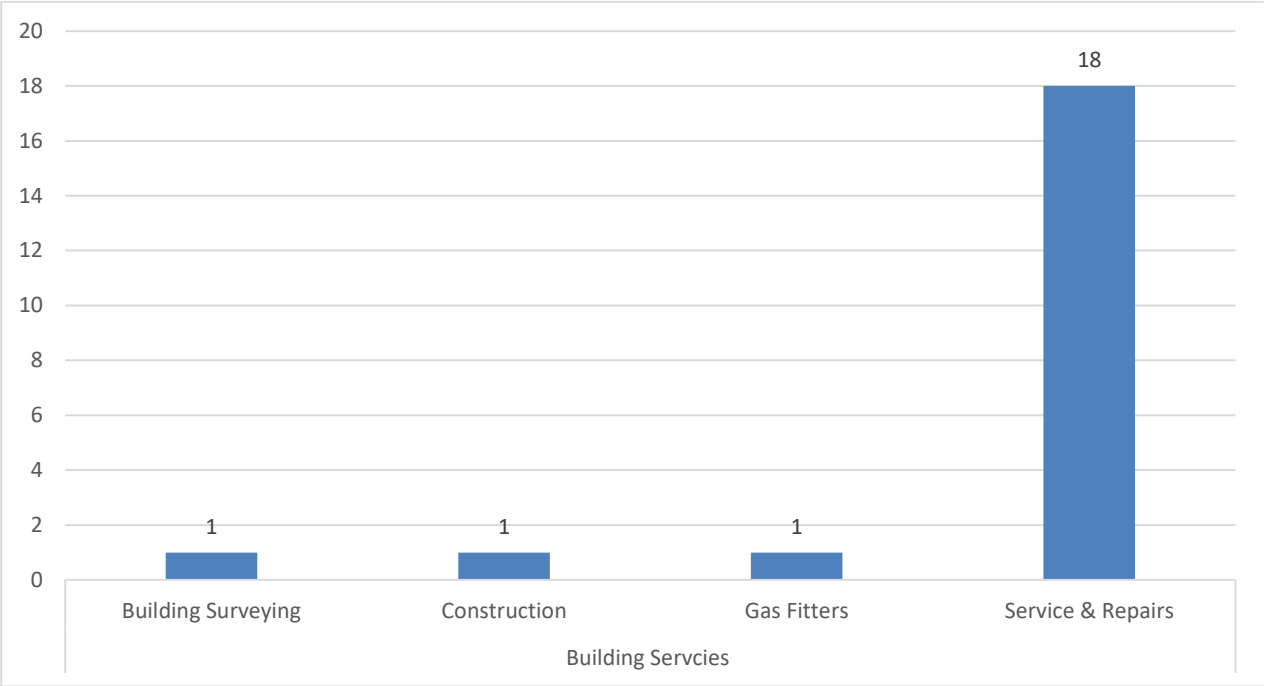
Housing Income Management received six complaints, the same number as in 2018/19.

Lifeline received one complaint, a decrease from four for Housing Options & Lifeline in 2018/19.

Management Services received 15 complaints, a decrease from 24 in 2018/19.

Tenancy Enforcement received eight complaints, an increase from zero in 2018/19.

Complaints by Team – Building Services



Building Surveying received one complaint, the same number for Surveyor in 2018/19.

Construction received one complaint, compared to zero in 2018/19.

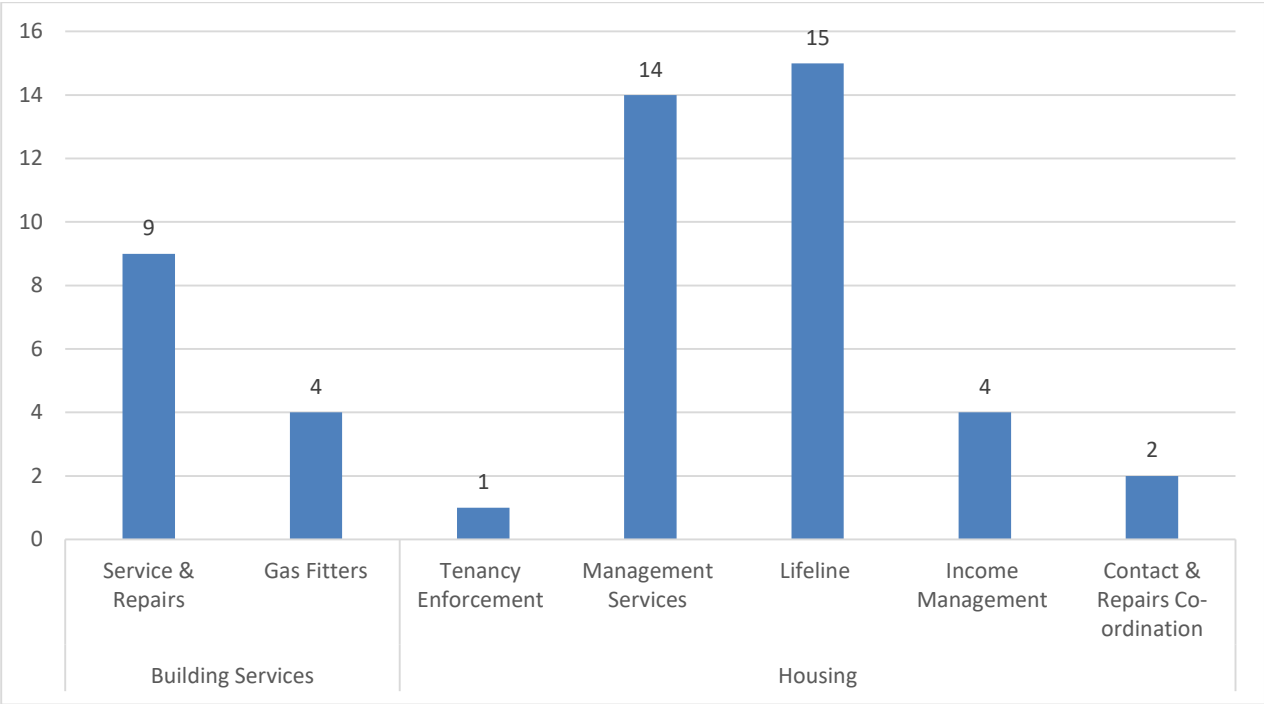
Gas Fitters received one complaint, a decrease from two in 2018/19.

Service & Repairs received 18 complaints, a decrease from 24 in 2018/19.

Complaints by Team -Environmental Services

Building Cleaning received two complaints, an increase from zero in 2018/19.

Compliments by Service Area/Team



Housing received 36 compliments, an increase from 16 in 2018/19.

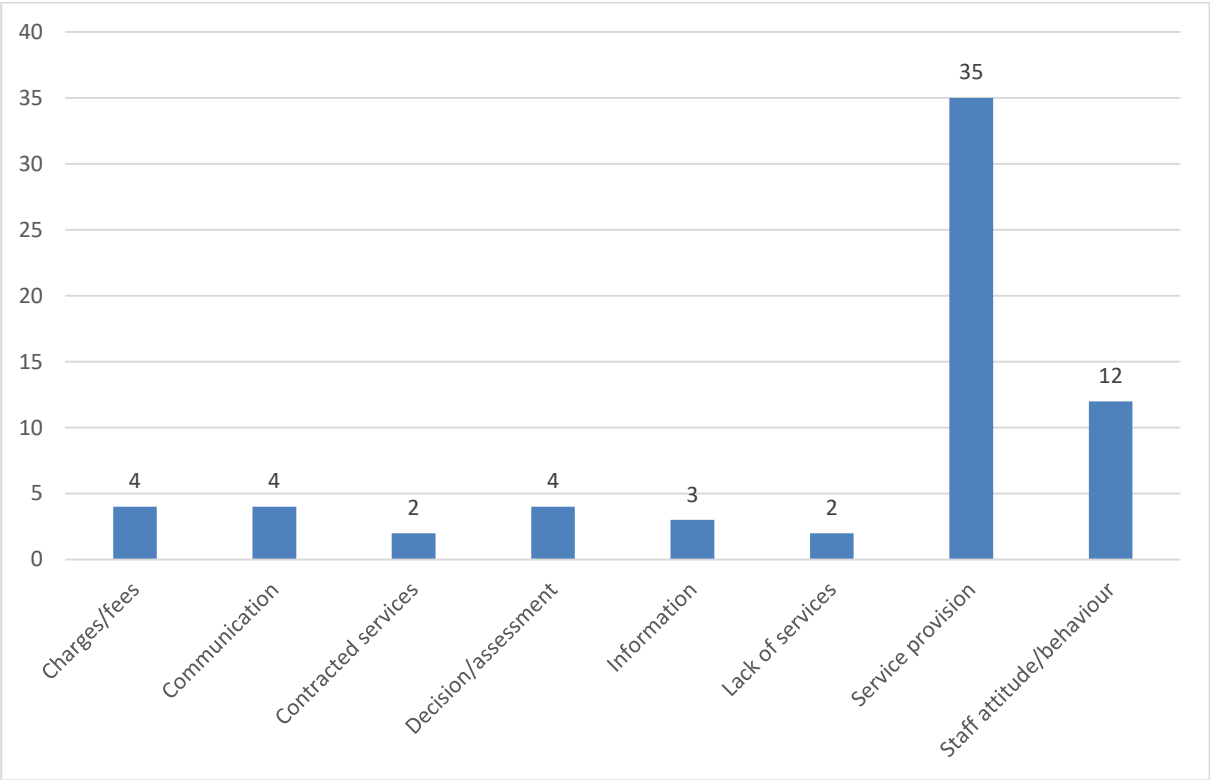
Building Services received 13 compliments, an increase from 12 in 2018/19.

Comments by Service Area/Team

The Council received two comments during 2019/20, a decrease from three in 2018/19.

One was for Lifeline, while the other was for Management Services.

Complaints by Issue



Four complaints concerned charges/fees, an increase from three in 2018/19.

Four complaints related to communication, a decrease from eight in 2018/19.

Two complaints concerned contracted services, an increase from zero in 2018/19.

Four complaints related to decisions/assessment, an increase from three 2018/19.

Three complaints related to information, an increase from one in 2018/19.

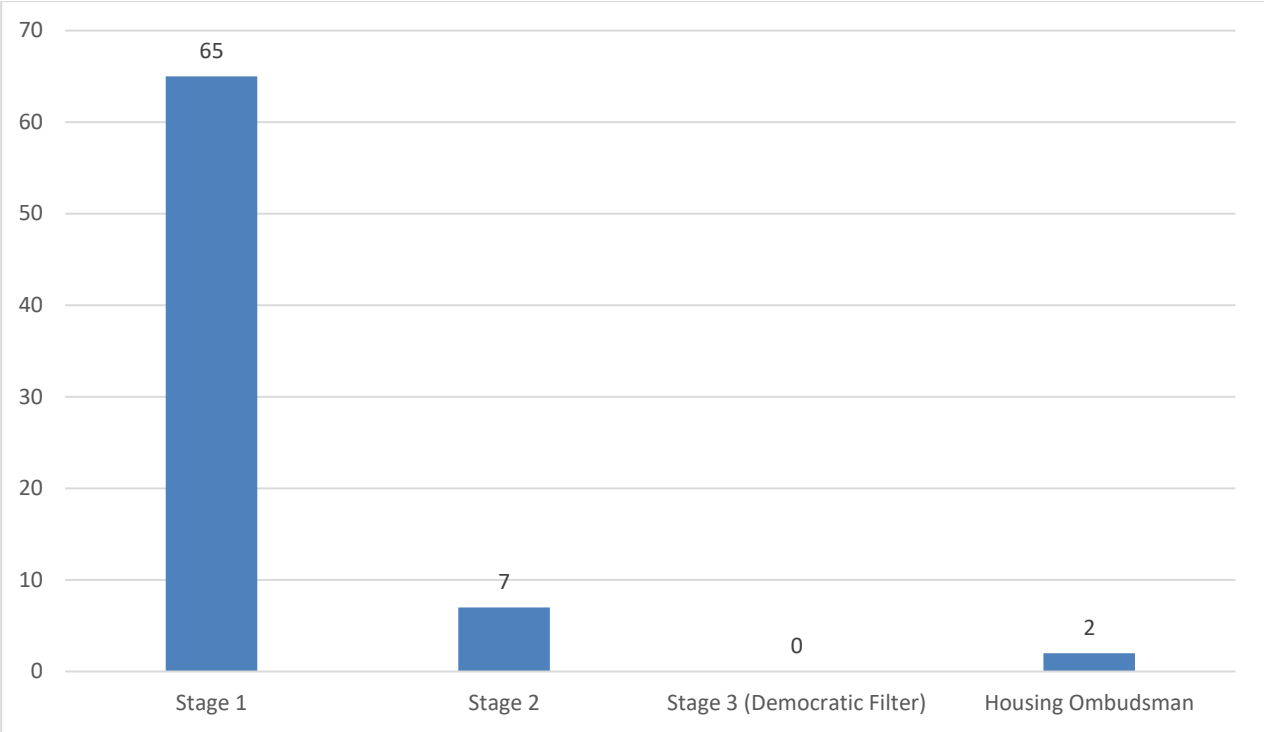
Two complaints were about a lack of services, the same number as in 2018/19.

35 complaints related to service provision, a decrease from 44 in 2018/19.

12 complaints related to staff attitude/behaviour, an increase from nine in 2018/19.

Complaints by Stage

The below graph shows the number of complaints received at each stage of the procedure during 2019/20.



The Council received 65 Stage 1 complaints, a reduction from 69 in 2018/19.

Six were escalated to Stage 2, and one was investigated directly at Stage 2. A total of seven complaints were considered at Stage 2, a reduction from 10 in 2018/19.

Two complaints were escalated to the Housing Ombudsman, the same number as in 2018/19.

Complaints by Outcome

The below tables show the decisions reached on complaints during 2019/20.

Stage 1

Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Housing						
Income Management	0	3	1	1	0	5
Housing Management Services	0	0	0	1	0	1
Management Services	2	9	1	1	0	13
Tenancy Enforcement	1	3	0	0	0	4
Contact & Repairs Co-ordination	1	0	1	5	0	7
Lifeline	0	1	1	0	3	5
Total for Housing	4	16	4	8	3	35
Building Services						
Building Surveying	0	0	1	0	0	1
Construction	0	1	0	0	0	1
Gas Fitters	0	0	0	1	0	1
Service & Repairs 19/20	1	4	1	11	2	19
Total for Building Services	1	5	2	12	2	22
Environmental Services						
Building Cleaning & Compliance	0	0	2	0	0	2
Total for Environmental Services	0	0	2	0	0	2
Totals	5	21	8	20	5	59

Stage 2

Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Housing						
Income Management	0	0	1	0	0	1
Management Services	0	1	1	2	0	4
Total for Housing	0	1	2	2	0	5
Building Services						
Building Surveying	0	0	1	0	0	1
Total for Building Services	0	0	1	0	0	1
Totals	0	1	3	2	0	6

Stage 3

The 'designated person' or 'democratic filter' did not determined any complaints during 2019/20.

Housing Ombudsman

The Housing Ombudsman determined one complaint during 2019/20, a decrease from four in 2018/19.

Full details of those complaints determined by the Housing Ombudsman are included in the Cabinet reports of 3 December 2019 and 15 September 2020 entitled [Review of Outcome of Complaints Made to Ombudsman](#).

Organisational Learning

All resolution and organisational learning actions identified as a result of complaints are assigned to a responsible manager and progress against those actions is monitored by the Complaints Manager. In addition to those actions taken to resolve individual complaints, several service improvements were made following complaint investigations during 2019/20 and are detailed below:

Following a complaint for Housing Management Services officers were reminded of the importance of the correct procedure to follow when considering requests for major adaptations.

Following another complaint for Housing Management Services officers who are responsible for carrying out void inspections were reminded of all the items they are required to inspect.

Following a further complaint for Housing Management Services the process was changed to ensure vans always have at least one of a particular boiler on shelf in future.

Following a complaint for Building Surveying it was recommended that officers ensure they keep accurate records of correspondence with Housing tenants.

Following a complaint for Income Management it was recommended that the Council considers how it can better plan works to ensure they are included in Section 125 notices in future; thereby ensuring they can appropriately charge leaseholders and reduce the likelihood of complaints/claims from leaseholders who have undertaken works which were planned, but of which they were not notified.

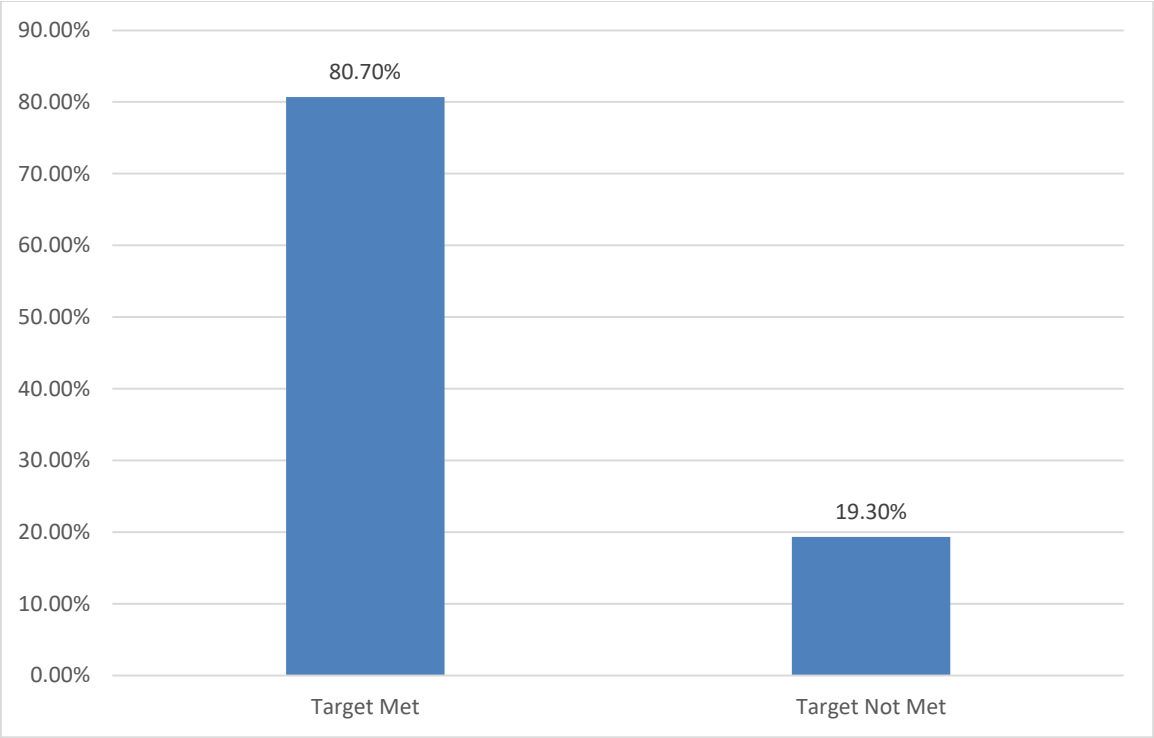
Following a complaint for Service & Repairs it was identified there was a need to improve knowledge of a particular type of heating system, ensure spare parts are available for a quick response and have full units in stock in case they need to be exchanged.

Performance against the Housing Complaints, Compliments and Comments Procedure

The below graphs show performance in relation to those complaints responded to during 2019/20.

Stage 1

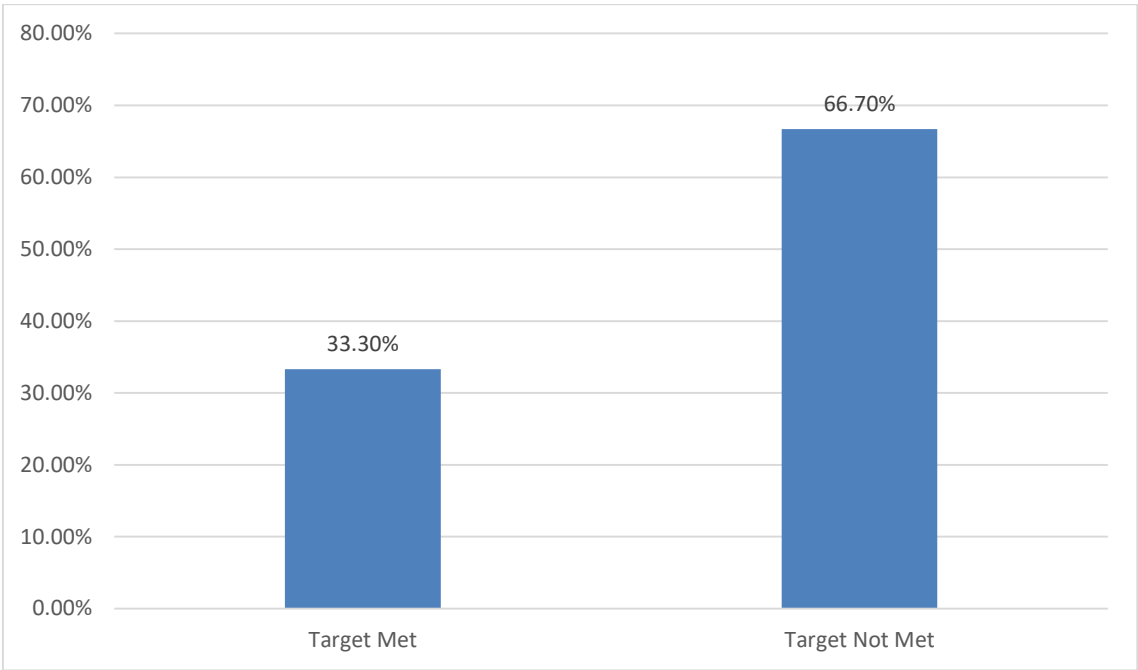
Performance against Stage 1 response target (25 working days)



This was an increase in performance against the Stage 1 response target from 74.3% in 2018/19.

Stage 2

Performance against Stage 2 response target (30 working days)



This was an increase in performance against the Stage 2 response target from 18.20% in 2018/19.

Further recommendations

The Council should continue to work on improving performance against the Stage 2 response target.



Public Health Complaints, Compliments and Comments Annual Report 2019/20

Contents

Introduction	3
Local Government and Social Care Ombudsman	4
Information and Accessibility	4
Summary	5
Review of the Year	5
Organisational Learning	6
Further Recommendations	6
Performance against the Procedure	6
Performance Indicator	6

Introduction

The purpose of this annual report is to inform service users, carers, the public, Council Members and staff of the effectiveness of the Public Health Complaints, Compliments and Comments Procedure (the Procedure).

On the 1 April 2013 the NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012 (the Regulations) came into force. Part five of the Regulations deals with Complaints about Public Health Functions of Local Authorities.

The Council implemented a new procedure providing a local framework to ensure complaints are handled effectively and in line with the regulations.

The procedure aims to:

- (a) Make it as easy and accessible as possible for service users and their carers to raise complaints;
- (b) Foster an organisational culture in which complaints are accepted, owned and resolved as efficiently as possible;
- (c) Ensure high levels of customer satisfaction with complaints handling;
- (d) Resolve individual issues when they arise and reduce the number of complaints referred to the Ombudsman; and
- (e) Enable the Council to identify topics and trends in relation to Public Health complaints and improve services as a result.

The Managing Director is the designated as the 'Responsible Person' for ensuring compliance with the arrangements made under the Regulations, and in particular ensuring that action is taken if necessary in the light of the outcome of a complaint. The functions of the responsible person will usually be performed by the Director of Public Health.

The Complaints and Information Governance Manager is designated the 'Complaints Manager' in accordance with the regulations and is responsible for managing the procedures for handling and considering complaints in accordance with the arrangements made under the Regulations.

Local Government and Social Care Ombudsman

Although complainants can refer their complaints to the Local Government and Social Care Ombudsman (LGSCO) from the outset, the LGSCO will not normally investigate until the Council or service provider has conducted its own investigation and provided a response. Where it has not been possible for the complaint to be resolved to the satisfaction of the complainant they may refer the matter to the LGSCO.

Information and Accessibility

We are committed to making sure that everyone has equal access to all our services, including the complaints procedure. To help make sure the Council's complaints procedures are easily accessible we have produced two leaflets (one for children and young people and one for adults) covering all Council services to reflect the single point of access for complainants within the Council. The leaflets are available in all Council buildings. They have been written in line with the Plain English Campaign standards. The title is written in the most commonly used community languages and it contains details on how to access the information in other formats, for example, large print, audio and Braille.

Information is available on the Council's website. There is also an electronic form which people can use to make a complaint, pay someone a compliment or pass comment on Council services. People may make a complaint in any format they wish. This can be in writing, by email, via the web, over the phone, in person or by any other reasonable means.

The Complaints Manager can arrange advocates and interpreters (including British Sign Language interpreters) where appropriate.

Summary

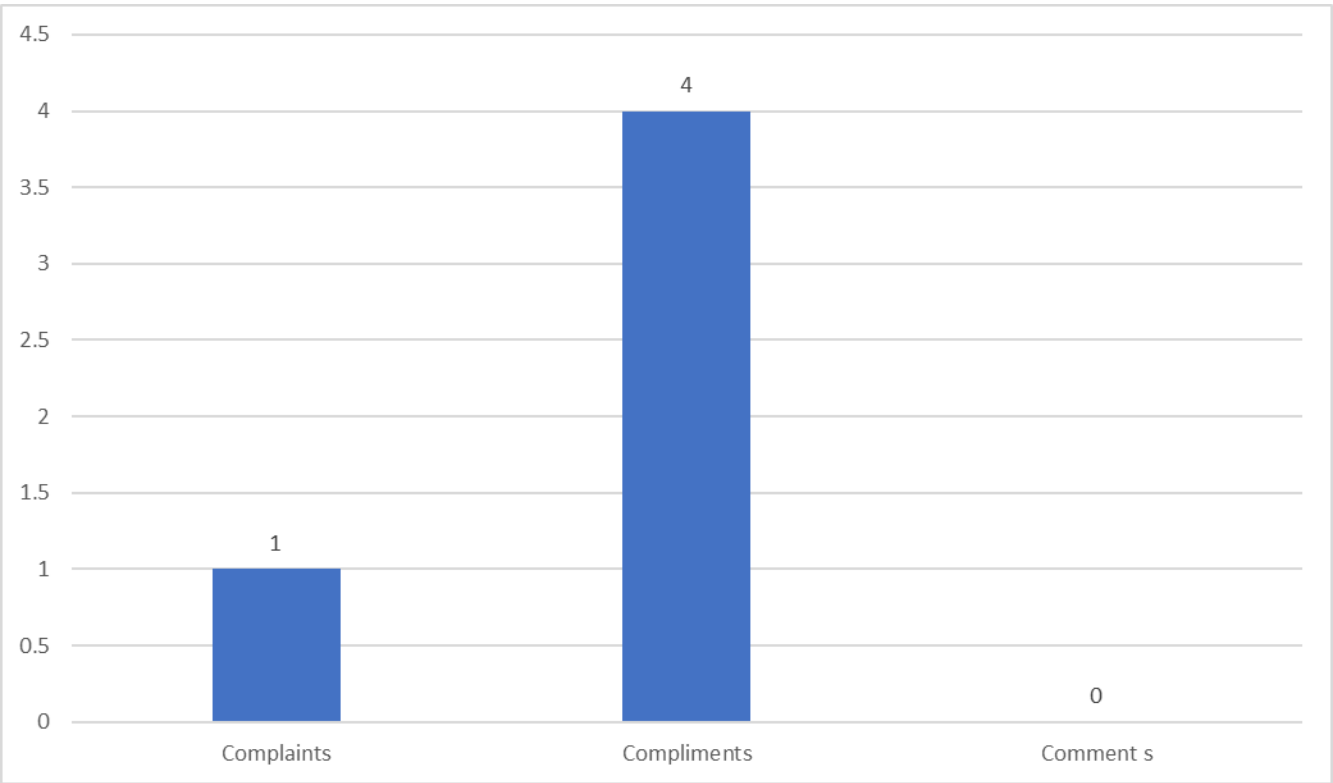
- The Council received one complaint about Public Health services during 2019/20, an increase from zero in 2018/19.
- The Council received four compliments, an increase from one in 2018/19.
- The Council did not receive any comments, the same as in 2018/19.

Review of the Year

Breakdown of all Representations

A total of five representations was handled under the procedure during 2019/20.

Total Complaints, Compliments and Comments Received



The complaint related to a Public Health Provider i.e. the Drug and Alcohol Service.

The compliments were also for a Public Health Provider and all four of them related to the 0 – 19 service.

Complaint Outcomes

The above complaint investigation was concluded during 2019/20.

The outcome of the complaint was not upheld.

Local Government Ombudsman Complaints (LGSCO) Received 2019/20

No Public Health complaints were progressed to the LGSCO during 2019/20, the same as in 2018/19.

Local Government Ombudsman Complaint Outcomes (LGSCO) 2019/20

No Public Health complaints were determined by the LGSCO during 2019/20, the same as in 2018/19.

Organisational Learning

While the above complaint was not upheld, the Director of Public Health asked for assurance that the provider would review their existing policies and procedures to ensure that anyone else who asks for help with their addiction to prescription medication, gets the support they need in a timely manner and the communication is clearer.

Further recommendations

There are no further recommendations.

Performance against the Procedure

While the regulations allow a maximum of six months to respond to a complaint we aim to respond to complaints within 30 working days.

The above complaint was responded to in 35 working days.

Performance Indicator for 2018/19

In relation to Public Health complaints the Council's key performance indicator is the number of maladministration decisions received from the Local Government and Social Care Ombudsman. The Council received zero maladministration decisions during 2019/20.

Full details of those complaints determined by the LGSCO are included in the Cabinet reports of 11 December 2018 and 19 September 2019 entitled [Review of Outcome of Complaints Made to Ombudsman](#).

ECONOMY AND RESOURCES SCRUTINY COMMITTEE **10 September 2020**

REVIEW OF OUTCOME OF COMPLAINTS MADE TO OMBUDSMAN

SUMMARY REPORT

Purpose of the Report

1. To consider the outcome of cases which have been determined by the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman (HO)

Summary

2. Attached at **Annex 1** is a report detailing the cases which have been determined by the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman (HO) which is due to be considered by Cabinet at its meeting on 15 September 2020.
3. Cabinet receive reports of those areas of the Council's functions where complaints have arisen. It is appropriate to review these in order to establish whether there is any pattern to complaints received or whether there is a particular Directorate affected or a type of complaint which is prevalent. If there were a significant number of cases in any one particular area, that might indicate a problem which the Council would seek to address.

Recommendation

5. It is recommended that Members consider the report and forward any views to Cabinet for consideration.

Paul Wildsmith
Managing Director

Background Papers

No background papers were used in the preparation of this report.

S17 Crime and Disorder	There are no specific crime and disorder implications in this report.
Health and Well Being	There are no issues relating to health and well being which this report needs to address.
Carbon Impact and Climate Change	There are no specific carbon impact issues in this report.
Diversity	The report does not contain any proposals that impact on diversity issues.
Wards Affected	All wards are affected.
Groups Affected	No specific groups are particularly affected.
Budget and Policy Framework	This decision does not represent a change to the budget and policy framework.
Key Decision	The report does not require a key decision.
Urgent Decision	The report does not require an urgent decision.
One Darlington: Perfectly Placed	The subject matter of the report, the Councils financial standing and financial management, is critical to delivery of the SCS, but this report does not contain new proposals.
Efficiency	The report contains updated information regarding efficiency savings contained in the MTFP.
Impact of Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers

CABINET
15 SEPTEMBER 2020

REVIEW OF OUTCOME OF COMPLAINTS MADE TO OMBUDSMAN

Responsible Cabinet Members

Councillor Charles Johnson – Deputy Leader and Resources

Responsible Directors

Paul Wildsmith, Managing Director
Suzanne Joyner, Director of Children and Adults Services
Ian Williams, Director of Economic Growth

SUMMARY REPORT

Purpose of the Report

1. To provide Members with an update of the outcome of cases which have been determined by the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman (HO) since the preparation of the previous report to Cabinet on 03 December 2019.

Summary

2. This report sets out the decisions reached by the LGSCO and the HO since the last report to Cabinet and outlines actions taken as a result.

Recommendation

3. It is recommended that the contents of the report be noted.

Reasons

4. The recommendation is supported by the following reasons :-
 - (a) It is important that Members are aware of the outcome of complaints made to the LGSCO and the HO in respect of the Council's activities.
 - (b) The contents of this report do not suggest that further action, other than detailed in the report, is required.

Paul Wildsmith
Managing Director

Background Papers

Note: Correspondence with the LGSCO and HO is treated as confidential to preserve anonymity of complainants.

Lee Downey- Extension 5451

S17 Crime and Disorder	This report is for information to members and requires no decision. Therefore there are no issues in relation to Crime and Disorder.
Health and Wellbeing	This report is for information to members and requires no decision. Therefore there are no issues in relation to Health and Wellbeing.
Carbon Impact and Climate Change	This report is for information to members and requires no decision. Therefore there are no issues in relation to Carbon Impact.
Diversity	This report is for information to members and requires no decision. Therefore there are no issues in relation to Diversity.
Wards Affected	This report affects all wards equally.
Groups Affected	This report is for information to members and requires no decision. Therefore there is no impact on any particular group.
Budget and Policy Framework	This report does not recommend any changes to the Budget or Policy Framework.
Key Decision	This is not a Key Decision.
Urgent Decision	This is not an Urgent Decision.
One Darlington: Perfectly Placed	This report contributes to all the delivery themes.
Efficiency	Efficiency issues are highlighted through complaints.
Impact on Looked After Children and Care Leavers	N/A

MAIN REPORT

Background

5. Cabinet has previously resolved that they would consider reports on the outcome of cases referred to the LGSCO and HO during the Municipal Year on a bi-annual basis.
6. The opportunity is normally taken to analyse the areas of the Council's functions where complaints have arisen. It is appropriate to do that in order to establish whether there is any pattern to complaints received or whether there is a particular Directorate affected or a type of complaint which is prevalent. If there were a significant number of cases in any one particular area, that might indicate a problem which the Council would seek to address.

Information

7. Between 1 October 2019 and 31 March 2020, seven cases were the subject of decision by the LGSCO.
8. Between 1 October 2019 and 31 March 2020, 1 case was the subject of decision by the HO.
9. The outcome of cases on which the LGSCO reached a view is as follows:

LGSCO Findings	No. of Cases
Closed after initial enquiries: no further action	3
Closed after initial enquiries: out of jurisdiction	2
Upheld: Maladministration Injustice	2

10. The outcome of cases on which the HO reached a view is as follows:

HO Findings	No. of Cases
No Maladministration	1

Local Government and Social Care Ombudsman (LGSCO)

Closed after initial enquiries: no further action

11. The first of these concerned the issuing of a Community Protection Notice warning the complainant for burning fires in his back garden. The LGSCO decided they would not investigate the complaint because the Council had already lifted the warning after identifying errors in its actions, and further investigation by the LGSCO would be unlikely to achieve a meaningful outcome for the complainant.
12. The second of these concerned Adult Social Care and the Police. The LGSCO decided not to investigate because part of the complaint had been considered by them previously and they were unlikely to find fault with the Council in relation to the more recent event. Furthermore, they had no jurisdiction to investigate the Police.

13. The third of these concerned the Council's decision not to prune trees on its land close to the boundary of the complainant's property. The individual had previously complained to the LGSCO about the same issue in 2014. The LGSCO concluded they would not investigate the complaint because there was insufficient evidence of fault on the Council's part which would warrant an investigation.

Closed after initial enquiries: out of jurisdiction

14. The first of these concerned a Council owned tree on land to the rear of the complainant's property, which was allegedly causing damage to the complainant's patio and the concrete around their gate. The LGSCO concluded they would not investigate because there was insufficient evidence of fault by the Council and the complainant could go to court if their insurance claim was unsuccessful.
15. The second of these concerned the involvement of the Children's Services with the complainant's family. The LGSCO concluded they would not investigate as the complaint was late and they could not carry out a meaningful investigation.

Upheld: Maladministration Injustice

16. The first of these concerned the way the Council assessed an individual's financial contribution towards the cost of their adult social care services. The LGSCO found the Council was at fault in the way it made and communicated its decisions. To resolve the complaint the Council agreed that within four weeks of the decision it would reconsider whether, in all circumstances, the individual had intentionally deprived themselves of capital to avoid care and support charges, involving the individual in this process and fully explaining its decision. The Council also agreed that within eight weeks of the decision it would identify the action it needed to take to ensure officers keep better records, explain their decisions quickly and properly, and refer to the Guidance.
17. The second of these also concerned the way the Council assessed an individual's financial contribution towards the cost of their adult social care services. The LGSCO concluded the Council had not properly assessed disability related expenses that the complainant might have and this caused uncertainty for the complainant and his wife. To resolve the complaint the Council agreed to apologise, waive some charges and complete a further re-assessment, taking into account the LGSCO's findings. The Council also agreed to consider what lessons it could learn from the complaint, how it could improve the quality of the decisions it takes around disability related expenditure and the communication of those and write to the LGSCO setting out what action it intended to take to address the issues identified.

Housing Ombudsman (HO)

No Maladministration

18. This complaint concerned an alleged infestation of flies and the manner in which officers handled the matter. The HO concluded that in response to the complainant's reports of flies the Council inspected the property and took appropriate action and that officers acted appropriately and reasonably.

Analysis

19. During the second half of 2019/20 the Council received two Upheld: Maladministration Injustice decisions from the LGSCO, compared to four for the same period in 2018/19.
20. Both of the Upheld: Maladministration Injustice decisions related to financial assessments associated with the provision of adult social care services.
21. The actions identified to remedy the complaints should ensure there is not a re-occurrence.

Outcome of Consultation

22. The issues contained within this report do not require formal consultation.

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ECONOMY AND RESOURCES SCRUTINY COMMITTEE **10 September 2020**

GREATER FAVERDALE (BURTREE GARDEN VILLAGE) – DESIGN CODE

SUMMARY REPORT

Purpose of the Report

1. To consider the Greater Faverdale (Burtree Garden Village) – Design Code for the Masterplan Area of Greater Faverdale.

Summary

2. Attached at **Annex 1** is a report of the Director of Economic Growth and Neighbourhood Services in relation to the Greater Faverdale (Burtree Garden Village) – Design Code for the Masterplan Area of Greater Faverdale. which is due to be considered by Cabinet at its meeting on 15 September 2020

Recommendation

3. It is recommended that Members consider the report and forward any views to Cabinet for consideration.

Ian Williams
Director of Economic Growth and Neighbourhood Services

Background Papers

No background papers were used in the preparation of this report.

S17 Crime and Disorder	There are no specific crime and disorder implications in this report.
Health and Well Being	There are no issues relating to health and well being which this report needs to address.
Carbon Impact and Climate Change	There are no specific carbon impact issues in this report.
Diversity	The report does not contain any proposals that impact on diversity issues.
Wards Affected	All wards are affected.
Groups Affected	No specific groups are particularly affected.
Budget and Policy Framework	This decision does not represent a change to the budget and policy framework.
Key Decision	The report does not require a key decision.
Urgent Decision	The report does not require an urgent decision.
One Darlington: Perfectly Placed	The subject matter of the report, the Councils financial standing and financial management, is critical to delivery of the SCS, but this report does not contain new proposals.
Efficiency	The report contains updated information regarding efficiency savings contained in the MTFP.
Impact of Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers

**CABINET
15 SEPTEMBER 2020**

GREATER FAVERDALE (BURTREE GARDEN VILLAGE) – DESIGN CODE

**Responsible Cabinet Member –
Councillor Alan Marshall, Economy Portfolio**

**Responsible Director –
Ian Williams, Director of Economic Growth and Neighbourhood Services**

SUMMARY REPORT

Purpose of the Report

1. The purpose of this report is to approve a Greater Faverdale (Burtree Garden Village) Design Code for the Masterplan Area of Greater Faverdale. This is to ensure a comprehensive quality code for Design which will be used to create developer led Quality of Place and to offer DBC Development Management a fit for purpose quality assessment tool to determine planning applications.

Summary

2. The Council appointed Designe to produce a Greater Faverdale (Burtree Garden Village) Design Code to set design and quality standards for the Ministry for Housing Communities and Local Government (MHCLG) supported Garden Community.
3. The attached Greater Faverdale (Burtree Garden Village) Design Code which includes illustrations of design principles and “good and bad” design practices is attached in **Appendix 1**.
4. The benefit will be that the Development Management Section will have a clear assessment tool to be used in the planning process as a material consideration.

Recommendation

5. It is recommended that Cabinet recommends to Council the approval of the Greater Faverdale (Burtree Garden Village) Design Code to set the design and quality standards for the future development of the site.

Reasons

6. The recommendation is supported by the following reasons :-
 - (a) The decision will support the efficient implementation of the Garden Communities Programme;

- (b) Will set detailed standards for the design quality in the planning application decision making process for the Council.

Ian Williams
Director of Economic Growth and Neighbourhood Services

Background Papers

No background papers were used in the preparation of this report

Jochen Werres : Extension 6313

S17 Crime and Disorder	N/A
Health and Wellbeing	Included in the Design Code
Carbon Impact and Climate Change	Included in the Design Code
Diversity	N/A
Wards Affected	Faverdale & Brinkburn / Heighington & Coniscliffe
Groups Affected	N/A
Budget and Policy Framework	'This decision does not represent a change to the budget and policy framework'.
Key Decision	No
Urgent Decision	N/A
One Darlington: Perfectly Placed	Main outcomes: A place designed to thrive More businesses and more jobs
Efficiency	N/A
Impact on Looked After Children and Care Leavers	N/A

MAIN REPORT

Information and Analysis

7. Greater Faverdale is a 178ha mixed use site included in the Proposed Submission Darlington Local Plan 2016-36 which is currently out for deposit. Masterplanning Stages have been undertaken since 2017 and a Masterplanning Framework for the site has been included in under Policy H11 in the Draft (2018) and deposited Local Plan (2020).
8. The site was supported in July 2019 as a Garden Community by the Ministry for Housing Communities and Local Government (MHCLG). Design Quality of Garden Communities is a key feature of the delivery and implementation of Garden Communities. The leading developer which is a collaboration of Hellens LTD/ Homes England named the development Burtree Garden Village.
9. Early in this Garden Community process DBC decided to set the standard of Quality of Design for the Garden Village on a higher level than other development sites in the Borough. It appointed DesignE to produce for the Council a Greater Faverdale (Burtree Garden Village) Design Code.
10. This Design Code has been completed by Designe in July 2020 going through a stringent process of Masterplan Design Review with the Lead Developer which

included Architects and Urban Designers from IDP Northern and Homes England. The review took place in early June 2020 and assessed the design quality of Masterplan proposals of the consortium.

11. The attached Greater Faverdale (Burtree Garden Village) Design Code which includes illustrations of design principles and “good and bad” design practices is attached in Appendix 1. It comprises as main elements:
 - (a) Site wide Quality Coding Checklists;
 - (b) Character Areas of the site and design suggestions;
 - (c) Planning Assessment Tool for a Design Checklist.
12. The benefit will be that the Development Management Section will have a clear assessment tool to be used in the planning process which can evaluate and appraise objectively forthcoming planning applications where Design would be a material consideration.

Estates & Property Advice

13. Part of the Greater Faverdale (Burtree Garden Village) site is currently in Council ownership.

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Greater Faverdale (Burtree Garden Village) Design Code

WORKING DRAFT DOCUMENT – 18 August 2020 – Version 26



Page 121



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0.0 index

Section	Subject	Page No.
0.0	What this Strategic Design Code is about	3
1.0	Introduction	4
2.0	Site-wide Design Quality Coding Checklist	11
3.0	Character Areas	
3.1	Introduction	
3.2	Wider Settlement Character	
3.3	Site boundary interfaces and Gateway points	
3.4	CA1: Faverdale North Extension	
3.5	CA2: Whessoe Grange North	
3.6	CA3: Whessoe Grange Park	
3.7	CA4: Burtree Dene Beck	
3.8	CA5: Whessoe Grange East	
3.9	CA6: Burtree Lane	
3.10	CA7: High Faverdale	
4.0	Site-Wide Detailed Design Quality Coding Checklist	
5.0	Appendices:	
5.1	Appendix 1: Definitions & Terminology	
5.2	Appendix 2: Local Contextual Character Influences	
5.3	Appendix 3: Reference material	
5.4	Appendix 4: RIBA 2030 Challenge Target Domestic/Non-Domestic metrics	
5.5	Appendix 5: Building for a Healthy Life planning policy context (formerly BfL12)	
6.0	Assessment Checklists	

0.0 What this strategic design code is about

This strategic design code has been commissioned by Darlington Borough Council (DBC) to assist the Council in its statutory planning role to secure and maintain the highest standards of design for the proposed development of Greater Faverdale.

AMBITION

The ambition for the Garden Village is to create a great place for a new community to live, work and recreate, in accordance with national planning standards and best practice. These include the MHCLG (Ministry of Housing Communities and Local Government) “National Design Guide” - featuring the 10 characteristics of a well-designed place together with meeting the 12 criteria of the recent Building for a Healthy Life (formerly known as BfL12); and also the MHCLG new national Garden Village Principles. It also reflects the emerging Design Council: “A Public Vision for the Home of 2030” which is supported by the government.

HEALTHY LIVING

Putting Health into Place must be the ‘Golden Thread’ running through the Statutory approvals process, development, delivery and subsequent occupation and use of the new Greater Faverdale Garden Village.

Darlington was successful in being selected as a Healthy New Towns (HNT) Pilot (The only one in the North East) and has contributed much to the innovative thinking that has informed the learning from the programme. Darlington has now adopted 6 principles that will further influence and contribute to improved health and well-being in the Borough. The proposed Garden Village presents the first large scale opportunity to embed the learning from the HNT programme, **Putting Health into Place**, with innovative solutions to and delivery of health care and a healthy built environment. **This opportunity must not be wasted.**

Building for a Healthy Life, the latest edition of and new name for Building for Life 12 integrates the findings of the Healthy New Towns Programme in which Darlington was a Pilot and is the key measure of design quality for this development. The 12 considerations **must** inform the design process and **each phase of the garden village must achieve a minimum of 9 green lights (and no red lights)**-indicating aspects that need to be reconsidered).

INNOVATION

Why repeat what has been done before? The proposed Garden Village should move the game on. We encourage innovative thinking in ALL aspects of the planning, design, delivery and future occupation and use of the Village. The opportunities for innovative thinking extend beyond not only the expectation of the incorporation of high-speed broadband across the site, but into areas as diverse as: achieving a bio-diversity net gain from the development of the site; incorporating low and high density self-build plots within the overall scheme to address specific urban design requirements; reflecting the learning derived from the Darlington Healthy Living pilot;

SENSE OF PLACE

The overall development should have a unique sense-of-place, that is distinctive and, through its composition, form, materials, etc also is clearly part of Darlington and grounded in the locale.

1.0 Introduction

Introduction and Vision for Greater Faverdale

Darlington Borough Council have identified in their draft Local Plan the strategic opportunity for a new residential and business community at Greater Faverdale. Homes England working in partnership with Hellens Group and also the Council – the latter as landowner of part of the proposed site – are proposing the development of a garden village as promoted by the MHCLG.

Greater Faverdale - the proposed Burtree Garden Village, as it is also being called - will be a distinctive new community providing a minimum of 2000 new homes and approx. 200,000 m² of modern business and industrial space, together with related local facilities including a primary school all set within a landscape setting retaining and enhancing much of the existing greenspace.

The Council’s vision for Greater Faverdale is to create an outstanding mixed-use development which incorporates housing and commercial office space in an attractive new neighbourhood which is fully integrated with its surroundings.



A good masterplan MUST...

- Offer a clear, unambiguous vision for the scheme over the development phases
- Extend beyond the site to the greater area of study in order to ensure a good fit with its environs.
- Show 3-dimensional graphics of the proposals
- Rehearse clearly the design strategy for the buildings and spaces.

A good masterplan SHOULD...

- Be aspirational
- Offer a unique and distinctive design response to the site opportunities and constraints
- Illustrate views within the scheme from human eye height
- Be clear how the development of a sustainable community will be managed.
- Create a development that is legible and makes wayfinding easy and logical.

This development should demonstrate the best of current design thinking and reflect the need for long-term low environmental impact and sustainability. Ultimately the success of a housing development scheme will be in its “Placemaking” ability & long-term success. Design Teams should ask themselves “Will the residents and users enjoy and care for the “place” over time and feel that they are living happy, contented, fruitful, healthy lives as a consequence of the design?”

Monocultures are bad:

A large-scale single use urban area is not a good solution. Problems arise when there is no variety of uses. As do the “dead” commercial areas of towns after office hours where there is no extended evening activity to provide a sense of safety and security, never mind the cost of large expensive-to-run buildings sitting idle.

Multi-cultures are good:

A mixed-use development ensures that there is more likely to be activity across the area throughout the day. The mix of live, work, recreation makes for a sustainable economy and develops the communities.

The development of the site should be holistic and integrated so that the designs of residential, commercial and support facilities all blend into a homogenous, mutually supportive whole.

The Site & Context

Located on the north western edge of the existing Darlington settlement - immediately to the north of Faverdale Industrial Estate and the High Grange residential estate both providing a pre-dominantly urban edge - the site is presently in agricultural use.

It already has large distribution centres in the south east corner located off Rotary Way with some of the land set aside for further business and industrial use.

The site is bounded to the west by the West Auckland Road (A68) – with the new West Park community immediately to the south east – and by the A1 (M) running along the north western edge.

The northern edge is formed by Burtree Lane – a country lane presently functioning as an alternative east-west link or relief road with further rural farmland beyond.

The Bishop Line (Darlington to Bishop Auckland Community Rail line) provides a distinct eastern edge to the site.

Planning Context

The site - identified as Greater Faverdale in the emerging Local Plan – is presently set aside land for future strategic business/industrial development expansion.

Greater Faverdale is proposed to be a new residential and business community to provide the opportunity for the growth of Darlington to further sustain it as a key place to both live and work.

The Local Plan is now on Deposit with a formal representation period prior to the anticipated formal Examination in Public due to be scheduled in early 2021 with the intention of adopting the final version of the Plan later in 2021.

Garden Village Ethos & Principles

Much of the recent interest in this form of settlement expansion is based on the work of the Town and Country Planning Association (TCPA) now a charity and originally founded by Sir Ebenezer Howard who is considered to be the leading pioneer of the garden villages movement. He is celebrated for his influential publication “Tomorrow: A Peaceful Path to Real Reform” with its description of a utopian city in which people live harmoniously together with nature. This led to the creation of amongst others Letchworth and Welwyn Garden Cities in Hertfordshire

MHCLG has developed this and have encouraged the development of new garden settlements by endorsing this status for a number of locations across England including two in Darlington – known as Burtree and Skerningham Garden Villages respectively.

A holistically planned new settlement which enhances the natural environment and offers high-quality affordable housing and locally accessible work in beautiful, healthy and sociable communities.

- Land value capture for the benefit of the community
- Strong vision, leadership and community engagement

- Community ownership of land and long-term stewardship of assets
- Mixed-tenure homes and housing types that are genuinely affordable
- A wide range of local jobs in the Garden Village within easy commuting distance of homes
- Beautifully and imaginatively designed homes with gardens, combining the best of town and country to create healthy communities, and including opportunities to grow food
- Development that enhances the natural environment, providing a comprehensive green infrastructure network and net biodiversity gains, and that uses zero-carbon and energy-positive technology to ensure climate resilience
- Strong cultural, recreational and shopping facilities in walkable, vibrant, sociable neighbourhoods
- Integrated and accessible transport systems, with walking, cycling and public transport designed to be the most attractive forms of local transport.
- A critical aspect of ensuring the success of the Garden Village will be securing the legacy and long-term management of the community once it has been built.

Purpose and Status of this document

This Strategic Design Code (SDC) is intended to provide a ‘traffic light’ checklist for assessing the proposals brought forward through the statutory local planning process and in particular for evaluating the respective outline and reserved matter submissions together with any initial phased hybrid applications or separate infrastructure detailed proposals.

A ‘traffic light’ approach to appraising the respective components of what makes a successful place is a simple way to establish what is well designed and can go ahead (green); what is not yet fully resolved and requires a pause in order to undertake further improvement (amber); and what is not working at all and requires this aspect to stop whilst there is further time for a re-think before bringing forward an alternative response (red).

The SDC will be considered by the Council’s Executive Committee (Cabinet) and when approved it will thereafter be used to check that the proposals brought forward for the new garden village meet the very high design quality thresholds before granting consent for the initial strategic masterplan and the subsequent detailed elements within it.

As the SDC is intended to be used throughout the implementation period for the garden village it will be periodically reviewed and where appropriate updated.

Using the Strategy Design Code

The Assessment Checklist is included at the rear of this document as **Section 6**. It is also provided as a separate Workbook with an active scoring system.

The Checklist draws the key strategic criteria from the body of the report and allows the user to apply a RAG (red/amber/green) “traffic light” rating to indicate how successfully the scheme being evaluated meets the strategic requirements of the Design Code.

Red = does not meet the requirements

Amber = partially meets the requirements but requires further work on this item before it is acceptable

Green = fully meets the requirements of the criteria

This provides a comparative overview of how successfully a scheme meets the requirements of the code and identifies key areas that the promoters of the scheme need to focus on to meet the Council’s aspirations for the development.

Additionally, the more assessors that evaluate a scheme using this tool, the better and more robust the averaged assessment will be.

Garden Village-wide Structure

In order to fulfil the ambitions for the new garden village a comprehensive strategic masterplan is required that responds to the wider context beyond the notional site boundary in order to embed the ensuing development into the neighbouring locale.

The strategic masterplan must therefore provide a clear landscape and urban design structure together with an integral movement framework for the proposed garden village taking full account of the national guidance and good practice.

It is important that this structure should be conceived as a 'four-dimensional' spatial vision fully factoring in the 'timeline' dimension as each component of the place is implemented rather than solely seen as a diagram.

The integration with and enhancement of the existing neighbouring infrastructure and landscape setting together with respecting the present residential and business amenities will be a key factor in ensuring the long-term sustainability of this new community.

Landscape, Nature & Open Space

Landscape, nature and open space is a fundamental driver to the design response in order for Greater Faverdale to become a successful Garden Village.

Overall requirements include:

- A truly landscape led development, with design responses in tune with the landscape context
- Creation of well-connected and enjoyable public open spaces with appeal to all ages and abilities.
- Retention and protection of key landscape and ecological features with careful attention to levels design to achieve this
- Use of native species and a net gain in biodiversity.
- A truly integrated approach to the design of blue-green infrastructure with ecologists, landscape architects and SuDS engineers working together
- Design for all ages to encourage active and healthy living and play through the layout, features and landscape design
- A realistic, costed and managed approach to long term management of the blue-green infrastructure, with involvement by residents
- Identification of a mandatory landscape structure to be retained and protected
- Demonstration at each sign-off stage that key design elements especially the mandatory landscape structure are being carried through to future design teams and contractors in the detailed design and construction and management stages
- A creative approach to celebrate and capitalize on the existing landscape and ecology features

Biodiversity Net Gains:

- The purpose of the principle of Biodiversity Net Gain is an approach to development that leaves biodiversity in a better state than before. The aim of Biodiversity Net Gain is to minimise losses of biodiversity and help to preserve and restore ecological networks and this is particularly relevant at Burtree Garden Village which is a greenfield site on old farmland and hence it is critical at the earliest design stage to recognise and protect the key elements of existing landscape structure.
- Biodiversity Net Gain was already part of the National Planning Policy Framework however the latest update to the Environment Bill includes a mandatory requirement for all future schemes including the development of land to deliver a 10 % Biodiversity Net Gain to be maintained for a period of at least 30 years.

- Developers should bring forward schemes which can be evidenced to provide an overall increase in natural habitat and ecological features and meet the new requirements set out in the Environment Bill.

Garden Village Urban Form

Garden Villages as a concept date back to the very end of the 19th C. and span a range of developments, from industrial model villages and co-partnership suburbs, to villages designed by the Garden City pioneers themselves. Although each is unique, there are common characteristics that made historic Garden Villages successful. Historic Garden Villages were holistically planned, i.e. through a masterplan that included jobs, community facilities and local services alongside homes, and attempted to create a balanced, socially mixed communities.

Historic Garden Villages were small in scale, usually no more than a few hundred homes. When they were built, many more people lived within a single household, so a few hundred homes accommodated more people than they would today.

They were planned for healthy living with residents being provided with easy access to green space, nature, fresh air, walking and cycling, sports and outdoor leisure activities, and opportunities to grow local food.

Historic Garden Villages also provided for a vibrant social life, featured active community societies, and their stewardship organisation would organise local sports, arts and community events.

The general urban form was for a low density, low-rise village development arranged around a more urban core which usually included shops, pubs, community venues/hall, places of worship and cultural buildings such as art galleries/museum facilities.

Modern Urban Villages are intended to follow this latter model with generous garden provision and be, low density, low-rise developments overall. However, for the design of the village to be grounded in the locale, this “standard” development form needs to be informed by the traditional village layouts prevalent in the local area and, for Darlington and North Yorkshire, these are particularly distinctive, and the key characteristics are rehearsed in Appendix 2. Most often the village centres are lined by terraced development - some of it physically quite substantial - with detached dwellings being the exception.

Movement-Introduction

Darlington is a relatively compact town with about one fifth of journeys made by residents no further than 1 kilometre, nearly one half less than 3 kilometres and three quarters of all journeys begin and end in the town. **Darlington is a town of short journeys.**

The overarching vision is to create an integrated, forward looking, accessible movement framework (network of routes for all modes of transport that supports the economic prosperity and well- being of the garden village community and is robust to accommodate change.

The message the garden village will demonstrate from the first to last phases is one that cycling, and walking are at the heart of this place and an instinctive choice for all ages from 8 to 80 undertaking everyday short journeys

The design of Greater Faverdale as a Garden Village will embrace `Gear Change` the Governments bold future vision for cycling and walking in England. The design of the movement networks and routes for those travelling by cycle or on foot will incorporate the five core principles and will be Coherent, Direct, Safe, Comfortable and Attractive catering for the broadest range of people.

The movement network both within the garden village and its immediate connections will encourage **low traffic speeds**. This is a relatively small development, there is no reason to encourage traffic movement entirely through the site and there is no reason why the whole village network development should not be designed for a maximum 20 mph speed. There are plenty of examples of the use of 20mph limit. **(Note-whilest GB speed compliance surveys show that most drivers in 20 mph areas exceed the speed limit the vast majority still travel at under 30 mph).**

The role, function, and character of Burtree Lane must be reviewed if the village is to have a connection (or connections) to the north as currently proposed. The village is essentially (in the words of the Garden Communities guidance) a transformational development of an existing settlement. The village and its connection to the north effectively means that Burtree Lane becomes part of the town network and how it functions needs to change. Pedestrian and cycle access will only be permitted to the north (i.e. onto Burtree Lane) if it is to recognised bus stops or onto part of an existing (or proposed as part of the development) Town Strategic pedestrian and cycle route.

A frequent local bus service linking the site to the town centre and other key destinations must be available as the first houses are occupied in Phase 1.

The provision of a new Rail Station on the adjacent Bishop Line accessible to the Garden Village communities remains an ambition of the Council and its partners. The Garden Village proposals will ensure that a site and key pedestrian and cycle routes are identified and protected.

Building for a Healthy Life Overview

Building for a Healthy Life is the key measure of design quality for this development and the 12 considerations must be the basis of developing the detailed designs. Neighbourhoods including a range of homes that meet local needs will be well integrated into the site and their wider natural and built surroundings creating and connected places that are easy places to move through and around. The norm will be that short trips to key services are made on foot or bicycle within and beyond the site on the right infrastructure helping to improve health and air quality.

Places will be distinctive and memorable and based on a legible network of streets and spaces that are well enclosed by buildings and structural landscaping with front doors and main facades of buildings facing streets and public spaces.

The Tertiary streets are where there must be a balance between the need to accommodate the movement of motor vehicle alongside the need for people of all ages to move along and cross streets with ease and encourage activity, an essential part of a successful public realm.

Each phase of the garden village must achieve a minimum of 9 green lights (and no red lights).

2.0 Site-wide “Design Quality Coding” checklist

Introduction

This following site-wide checklist applies to the strategic masterplan for the entire garden village and identifies the key ‘must have’ components required to create the special distinctiveness that will ensure that this new community becomes a great place.

Character & Urban Design: Context; Identity; Built Form; Uses

Context

Firstly, any new development should respond to and relate to its surroundings. This is called “context” and historically contextual architecture evolved based upon the locally available materials, microclimate, and skillsets of the local populace. As the mass production of standardised construction materials developed, along with affordable transportation systems, these new materials infiltrated local development and “standardised” the look of the end product, and in the process diluted the unique local architectural character.

The context should drive the scale, orientation and detailing of the new developments, with the localism adding the visual “flavour” and identifiable character to the proposals.

The site is bounded on 2 sides by busy highways and on the third (northern) side by a relatively well trafficked country road and the development within parcels fronting these roads should incorporate attenuation measures to reduce the aural impact of vehicular traffic.

Identity

The clear aspiration of the Council and “design**ne**” is for the choice of building uses, forms and materials to help create a sense of uniqueness in the final development – indicating that it is located in Darlington and nowhere else – and stands out clearly from other developments in the north east through a unique mix of architecture, layout including public spaces and choice of materials palette.

Development on the Greater Faverdale site should reflect and celebrate local themes in terms of materials, colours, form and style, not in a pastiche manner, but in a modern interpretation of the local vernacular, making development on the site distinctive and unique. This project will have failed if it does not achieve that goal.

The architectural solutions developed for this site should show strong links to the local materials and building forms. (see Appendix 2)

This DOES NOT mean slavishly copying and replicating “historic” building forms. This will inevitably look wrong and be in danger of being a grotesque pastiche of the past.

Consider a design philosophy approach, such as:

- Replicating traditional forms but constructed from modern overtly materials, or
- Using traditional materials/colours but in a non-traditional building form, or
- A creative and intelligent mix of both of the above.

Built Form

The clear aspiration of the Council and “design**ne**” is for the choice of building uses, forms and materials to help create a sense of uniqueness in the final development – indicating that it is located in Darlington and nowhere else – and stands out clearly from other developments in the north east through a unique mix of architecture, layout including public spaces and choice of materials palette.

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Uses

A fundamental principle of the Garden Villages is for them to be a mixed-use development – not a residential “ghetto” - but offer local employment opportunities for the residents. So, the inclusion of commercial and light industrial uses within the village is expected and development plans should indicate how the cross-benefits of these mixed uses will maximise the potential and efficiency of the development in the long-term.

Movement, Public Space & Street Typologies: Orientation/Wayfinding

The movement network will provide a comprehensive network of routes for pedestrians, cyclists, and vehicular traffic.

It will be a legible and permeable network of streets with a clear street hierarchy, including a network of tertiary streets of varying character that create walkable and cycle-able routes.

The aim will be to move from main and secondary streets to tertiary streets as quickly as possible.

The Main Village Streets

These are the strategic vehicular routes that link the site to wider town and surrounding areas. The North South route is likely to be the only Main Village Street. The main Streets will be consistent in width but vary in character to relate to specific areas such as the Village centre. Main Streets must be designed to accommodate local buses, including bus stops.

If a 20mph speed limit is not considered appropriate on the main street(s) they can still be designed to 20mph with appropriate physical and perceptual measures to keep speeds low.

These streets will be a maximum width of 6 metres and consideration should be given to a maximum width of 5 metres. Manual for Streets 2 - where HGVs and buses make up only a small proportion of traffic flow 2-2.5m wide lanes would be sufficient for most vehicles and would reduce carriageway width requirements, making it much easier for pedestrians to cross.

Secondary Village Streets.

The Secondary Streets are mostly residential streets connecting the Main Streets. These streets have a clear distinction between vehicular, cycle and pedestrian space and vary in their typology according to their specific location, and they will be designed for and be limited to 20mph and be 5 metres width.

Tertiary Streets are:

Lower order streets comprising Mews and Residential Streets. their final location and type - either Mews or Residential Street - will be determined through detailed design.

The use of culs-de-sac should be minimised. Where culs-de-sac are used connectivity for pedestrians and cycles must be ensured.

Filtered permeability throughout the network will design out rat- running, create a low traffic environment around homes whilst still allowing pedestrian and cycle movement.

Cycling:

Cycling is seen as an essential mode of transport at all times of the day (for journeys of about 20 mins or 3 kilometres) and safe, overlooked, and lit routes must connect as directly as possible from the tertiary street network to key destinations both within and beyond (e.g. Local shopping and services, Secondary schools, colleges, the town centre) the Greater Faverdale Masterplan boundary. The routes will complement and, in some cases, extend Darlington's (Tees Valley) strategic cycle network and will, where appropriate in places, follow the line of village main and secondary roads.

The network and routes cycling will incorporate the five core design principles (Coherent, Direct, Safe, Comfortable, and Attractive) with inclusive design and accessibility running through all five to ensure the network caters for the broadest range of people of all ages. The design will adopt the guidance in Local transport

Note 1/20 Cycle Infrastructure Guidance, DfT July 2020

There are different purposes for cycling, Therefore the network will provide a variety of lit routes and connections.

Strategic cycle routes.

These provide dedicated and direct links as described above

Leisure cycle routes.

These routes run through open space and alongside the green /blue infrastructure network. They are traffic free and provide safe environments for cycling for all ages and abilities.

Shared surface village centre environments.

The area of the village centres must be designed to be shared between pedestrians and cyclists.

On-Street cycle routes. The network of Tertiary Streets provides a network of additional cycle routes along the residential streets, which are also safe for use by cyclists.

However not all cyclists will use the separate routes, and some will choose to use the main and secondary road network. Advice suggests that carriageway widths should be either below 3m or over 4.5m. Carriageways widths between 3m and 4.5m encourage drivers to overtake cyclists where there is not enough room to pass safely and cyclists can be squeezed by passing traffic. Carriageway widths below 3m encourage cyclists to take up the 'primary' position in the middle of the carriageway, making it more difficult for vehicles to overtake cyclists.

Walking

Streets and paths must connect people to places and public transport services in the most direct way, making car-free travel more attractive, safe, and convenient. As with cycling discussed above the aim is to ensure access for all and help make walking feel like an instinctive choice for everyone undertaking short journeys (such as the school run or older generations accessing local facilities and services). A reasonable walking distance is 650 metres-average (18-20 mins) via safe pedestrian routes measured by the route. **The five core principles (Coherent, Direct, Safe, Comfortable and Attractive) will inform the walking network** ensuring it is inclusive and accessible for all ages and capabilities. The routes must feel direct, logical and understandable by all road users.

Everyone should be able to cross the road safely, directly, and without delay. Safe and convenient pedestrian and cycle crossings must be provided at regular intervals including informal and formal provision. Any signalised crossings should allow for appropriate crossing times and uncontrolled crossings main and secondary roads will be pinched to create short crossing widths.

There will be places to sit, space to chat or play within the street.

Pavements and cycleways will continue across side streets.

Private drives which frustrate pedestrian and cycle movement will be discouraged.

Public Space

Public spaces are streets, squares, and other spaces open to all and the quality of the spaces between buildings is as important as the buildings themselves.

Burtree GV will include well-located public spaces that support a wide variety of activities and encourage social interaction, to promote health, well-being, social and civic inclusion.

There will be a hierarchy of formal and informal spaces that range from large and strategic to small and local spaces, including parks, squares, greens, and pocket parks. They will feel safe, secure, and attractive for adjacent residents and users. They will have trees and other planting within public spaces for people to enjoy, whilst also providing shading, and air quality and climate change mitigation.

All streets and routes will pass in front of people's homes rather than to the back of them – creating a well overlooked public realm. In areas where the design of shared space removes or reduces the distinction between the pavement and carriageway the needs of people with disabilities particularly visually impairment will be addressed.

Orientation/Wayfinding

Greater Faverdale will be designed for legibility. It will be easy to find your way around with a simple connected street pattern, with streets that are straight and as direct as possible. Designers will consider what you will actually see and experience walking along the streets and frame views or features on or beyond a site.

Street types, buildings typologies, building to street relationships, spaces, non-residential uses, landscape, water, boundary treatments and other legible features will be used to help people create a 'mental map' of a place. Street and space character will be varied to help people find their way around. Those with visual, mobility or other limitations will benefit from the provision of navigable features

Landscape Nature & Open Space

Creating a Critical Landscape Structure

- The Environment Bill introduces a mandatory requirement for Biodiversity Net Gain in the planning system, to ensure that new developments enhance biodiversity and create new green spaces for local communities to enjoy. Developers must therefore find new mechanisms to ensure successful completion of net gain requirements, which means placing greater priority on the landscape structure of new developments.
- It will also be important to communicate these measures to all parts of the design and delivery chain including contractors on the ground, and in particular to new residents to ensure good levels of acceptance of natural landscapes, and to increase the chances of long term sustainable improvement in biodiversity.
- The best elements of existing landscape and ecological features should be integrated into a well- designed strategic green infrastructure. It is all too common for early good intentions to become diluted over the lifetime of bringing a development to fruition, therefore It is suggested that developers treat this green framework from the outset as a critical landscape structure that will form a key parameter to development.
- Because the Burtree Garden Village site is old farmland, the baseline landscape and ecological context includes a range of important elements such as veteran trees, old hedges and ecological features It is essential that the best and most important of these features are identified, agreed, captured accurately in the correct locations on the masterplan with any required buffer strips, and preserved through the life of the scheme from concept design to completion on site.
- The mature landscape and ecological features retained within the critical landscape structure should be treated as an asset not a constraint, providing maturity, diversity and immediate stature and bringing highly desirable leafy character to the development.
- All developers must demonstrate how biodiversity net gain will be achieved and explain how this is to be delivered through the design of a critical landscape structure
- All developer must be able to evidence that the critical landscape structure has been retained in the scheme design at each gateway stage from concept to completion, both spatially and through site levels.
- The **critical landscape structure** must be further broken down into distinct landscape and ecological typologies. There is flexibility on precisely how this is achieved, but it should be rooted in the principles in section Site-Wide Landscape Character.
 - Water management to be designed at an early stage to ensure a sustainable and successful approach to site drainage integrated into Blue Green Infrastructure.
 - New attenuation ponds and swale features designed also to include an element of permanent water for aesthetic function, and with gently shelved margins capable of supporting marginal species to improve biodiversity.
 - Overhead utility corridor can provide an opportunity for connectivity, creative design, green links and long vistas joined to other open spaces to break up linearity.
 - Design of surrounding housing to provide natural surveillance by fronting onto open spaces and service corridors where possible,

Landscape Led' Design

'Landscape led' is a term too often used without foundation and commitment.

Landscape proposals for Greater Faverdale to become a Garden Village, in order to be accepted as genuinely ‘landscape led’, must be evidenced to be rooted in the landscape character and ecology of the site, informing a layout and levels strategy that slots into this old farmland landscape, preserving as many of the old field boundaries, mature trees and ecologically sensitive areas as possible by identifying and protecting a mandatory landscape structure.

- **Developers must demonstrate an understanding of the landscape character and ecology baseline, and to use surveys and professional advice from ecologists, arborists and landscape architects to inform their design proposals.**

Homes & Buildings

Key Principle: The design of the buildings must be contextual and take influence from the local vernacular represented in a contemporary way. Building on the past and combining this with current best practice and sustainable architecture.

- The aspiration for this scheme is to be exemplar from its inception. This is laudable and should be encouraged, however this ambition can be watered down during the design, procurement and building process and it is important the principles of the scheme as being exemplar is engrained into project and all involved have this collective buy. Objectives and quantifiable exemplar outcomes are to be identify early on and assessed throughout the process in order for the aspirations to become reality.
- Existing buildings on site are to be retained and utilised as much as possible. Even if it is more cost effective to demolish the existing buildings, they help bring heritage and context to the overall development and as such be seen as a positive constraint.
- The mix of commercial and housing is to be justified and should help to bring a sustainable and locally focused development. Retail, leisure and food offer are to be positioned where one would intuitively expect these to be – central to the village.
- The detailed design code should include all buildings new and old and all uses, not just residential. This will help to retain the quality of the whole garden village and help provide a holistic approach to the architecture and create a more sustainable scheme.
- The homes and buildings are to consider the existing features and topology of the site and have design solutions that work with the existing constraints and not use standard house types that require the flattening of the site.
- Scale is important to consider and should be determined by the context, spatial hierarchy and building type. Scale should be used to create attractive places using variations, landmarks, and creating a strong sense of enclosure around public spaces. The scheme will need to demonstrate that massing and scale have been carefully considered in terms of how the character areas, blocks and streets are viewed and experienced by foot.
- Buildings should be used as wayfinding, to frame views, and aid in the legibility of the development. Serial vision (the concept pioneered by Gordon Cullen 1961) is to be used – the streetscape is to be experienced as a series of revelations, with delight and interest being stimulated by contrasts. This experience is to be designed from the perspective of the pedestrian rather than the car driver.
- Corner buildings should have elevations that face the ‘street’ on both sides. These are to be considered primary facades and active frontages are to be used. The house is to actively turn the corner with the use of entrances, windows and architectural cues to create a welcoming frontage. Contrived or pastiche architectural features are to be avoided. The corner buildings should be tailored to the context in which they sit making use of views, sightlines and how these fit in the Serial Vision.



Good



Bad



Indifferent

Resources & Lifespan

Resources:

Well-designed homes and buildings:

- provide good quality internal and external environments for their users, promoting health and well-being;
- relate positively to the private, shared, and public spaces around them, contributing to social interaction and inclusion; and
- resolve the details of operation and servicing so that they are unobtrusive and well-integrated into their neighbourhoods.
- Sources of renewable power can help us manage our future energy needs, and they can be easily availed of in many types of development. When introducing renewable energy generation into a design scheme, a number of key points need to be considered, including emissions, energy security, preservation, ecology, longevity and climate. Therefore, sustainable design requires a careful and context-appropriate choice of renewable energy systems, including wind power, biomass, solar PV or water heating, geothermal power, hydroelectric power and wave or tidal power schemes. However, a practical approach should be taken towards any renewable scheme. Choosing appropriate renewable energy sources for a scheme is key to the efficiency and viability of the system. Considerations should include economies of scale, payback time, green tariffs, lifecycle, local climate, reliability, complexity, usability, efficiency, infrastructure, location and cost.

Well-designed places:

- have a layout, form and mix of uses that reduces their resource requirement, including for land, energy and water;
- are fit for purpose and adaptable over time, reducing the need for redevelopment and unnecessary waste;

- use materials and adopt technologies to minimise their environmental impact.

Consider how buildings and spaces can be designed to take account of prevailing and forecast environmental conditions. temperature extremes in summer and winter, increased flood risk, and more intense weather events such as rainstorms.

Aspects to be considered include:

- the layout and aspect of internal spaces;
- insulation of the external envelope and thermal mass;
- management of solar gain; and
- natural ventilation.

Following the **energy hierarchy**: the sequence should be:

- reducing the need for energy.
- ensuring energy efficiency.
- maximising the potential for energy supply from decentralised, low carbon and renewable energy sources,
- and when all else is not possible - efficiently using fossil fuels from clean technologies.

There is an opportunity here to underground the electricity transmission lines which traverse the site. Whilst the undergrounding will not necessarily eliminate or substantially reduce the width of the wayleave, the elimination of the visual intrusion would be a significant benefit to the site development and can be seen as a strategic intervention as part of the development enabling works.

Lifespan: made to last

Well-designed places, buildings and spaces are:

- designed and planned for long-term stewardship by landowners, communities and local authorities from the earliest stages;
- robust, easy to use and look after, and enable their users to establish a sense of ownership and belonging, ensuring places and buildings age gracefully; That means thinking about these issues as part of the design process, not as an afterthought.
- We also need to consider how major long-term maintenance tasks, such as the replacement of cladding, will be managed (or whether they can be avoided).
- adaptable to their users' changing needs and evolving technologies; and
- well-managed and maintained by their users, owners, landlords and public agencies.
- We want places to last so we do not have to redevelop them within a short time period with all the physical, economic and social disruption that involves.
- The construction process and servicing of building is responsible for 50% of the UK total carbon emissions currently thought responsible for global warming. Energy efficiency over the entire life cycle of a building is the most important goal of sustainable architecture
- If we can plan to involve communities in the management and maintenance, there is more chance it will be successful
- There are different cycles of change – the use of a building is often the easiest thing to change. That can happen more easily and more often. A good example is the slightly larger nineteenth century houses often found just on the edge of town and city centre. [picture left not from the Guide] Probably

originally built as family houses for the better off – they are capable of providing offices for professionals such as accountants and solicitors, sometimes they are converted into bed-sits or flats and can often end up becoming gentrified and returning to their original use. These buildings allow the town centre (the central business district) to expand and contract without the need for massive redevelopment.

- Utilizing a sustainable design philosophy encourages decisions at each phase of the design process that will reduce negative impacts on the environment and the health of the occupants, without compromising the bottom line. It is an integrated, holistic approach that encourages compromise and tradeoffs. Such an integrated approach positively impacts all phases of a building's lifecycle, including design, construction, operation and decommissioning.

Implementation: Phasing; Delivery; Social Value

How will social value be secured at all stages of the project lifecycle from inception to and including subsequent occupation and management? 'Social Value' can be described as "anything we do to make a positive impact over and above the requirements of the contract", this includes the wider financial and non-financial impacts of projects including the wellbeing of individuals and communities, social capital and the environment.

Legacy.

Creating long-term maintenance and management arrangements is vital. The Garden Communities toolkit provides important guidance about making provision at an early stage in the planning process for ensuring that a garden community's assets are properly maintained and managed for the benefit of the community and this and any successor provision(s) and good practice must be utilised.

3.0 Character Areas

3.1 Introduction

Identifying and providing distinct character areas with the new garden village is an important part of creating an easily understood place for residents and visitors alike to use.

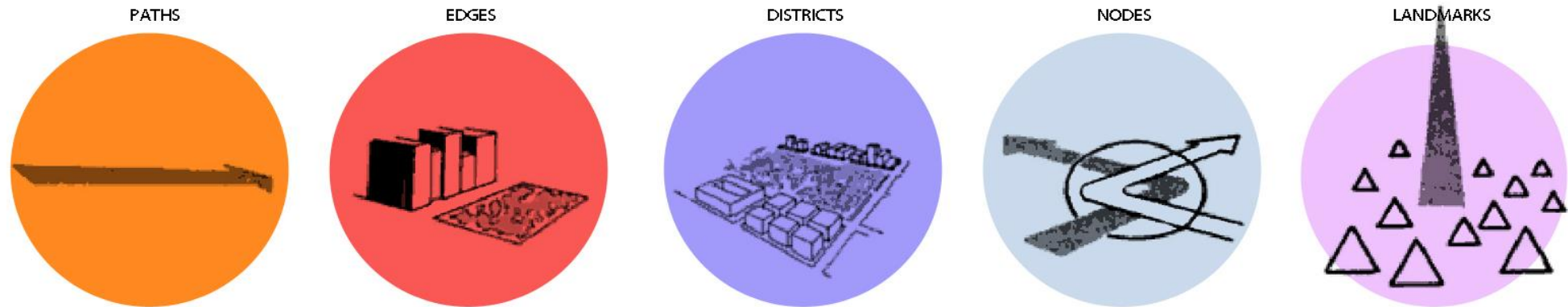
The creation of memorable and different character areas within the site also contributes to a sense of wellbeing by reinforcing a feeling of belonging to a recognisable local place. Additionally, it provides variety in the spatial transitions between the interlinking streets and public spaces that together are the basis of how we perceive our local environments when moving through them during our daily activities.

Apply the principles of Kevin Lynch (Image of the City) to the overall development: paths, nodes, districts, edges, landmarks, plus additionally gateways. There are important urban design tools that help us create and define these special character areas. These include the recommended approaches of 'Lynchian Analysis' - pioneered by the influential American urban planner Kevin Lynch notably in his book 'The Image of the City' - with its focus on identifying paths, nodes, districts, edges, landmarks, plus additionally gateways. Also, the celebrated British urban designer Gordon Cullen whose book 'Townscape' highlighted the way our local environment is structured in terms of the built form and the external spaces in between

Define a coherent design strategy for the area as a whole;

Consider all buildings as important elements and ensure that they work as a whole, in terms of alignment, massing and architectural approach.

Page 141



.....plus "Gateways".



Character Areas

The site is divided into character areas will be required to show distinctiveness and functions such as amenity and recreation, in order to develop a legible and coherent overarching landscape matrix for Greater Faverdale Garden Village an easily accessible and coordinated design code will be required for the various development teams particularly on infrastructure linking and gateway elements.

Within an overarching landscape matrix for Greater Faverdale Garden Village, the landscape and open spaces and their edges will be considered within the following site areas which will be required to develop within the following character considerations:

- Wider Settlement Character
- Site boundary interfaces and Gateway points
- Faverdale North Extension
- Whessoe Grange North
- Whessoe Grange Park
- Whessoe Grange West
- Burtree Dene Beck
- Burtree Lane
- High Faverdale

Structure & Role of this Chapter

The intention is to provide a strategic overview of the character areas that will provide the defining identity for the garden village based on evident existing features notably the local landscape; overlapping geographic areas to enable orientation; together with the existing groups of farm buildings.

Each of the 7 **identified character areas** will highlight the principal existing features that contribute to the essential structure of the respective areas that will help provide a distinct sense of place enhanced and further shaped by the new streets, development groups and public landscape spaces.

3.2 Wider Settlement Character

Darlington as a town has a number of distinctive character traits, perhaps visually most noticeable being the large number of towers and spires in the town centre, and also its leafy character due to a mature tree canopy seen in large parts of the town particularly the older residential parts.

Greater Faverdale , while destined to have its own garden village character, should also bear some relationship to Darlington. Old English villages are often seen to have a church spire set on elevated ground or surrounded by open space, a useful device in terms of character, navigation and legibility.

- Developers should aim to achieve a leafy character and consider use of a spire/ tower

3.3 Site Boundary Interfaces and Gateway Points

Northern Boundary

Burtree Lane along the northern site boundary has a semi-rural character, being a relatively narrow winding road without footpaths, and lined with farmland and hedgerows. This road will form the new interface between Greater Faverdale as a new garden village/ Darlington and the open countryside to the north of the site and will also provide the new main point of access to the site into the Whessoe Grange North; Burtree Dene Beck and Whessoe Grange East character areas.

- Minimise urbanisation of Burtree Lane
- Retain the country lane character as far as possible with deep planted buffers and hedgerow retention and treat the northern entry points as the arrival to a rural village

Southern Boundary

Rotary Way forms the current northern limit to the Faverdale area of Darlington and has a semi urban character, the road being wider and straighter with a footway on one side, substantial housing areas to the south of the road largely hidden by tree belts, and the very large Argos depot which lies along part of the eastern site boundary screened by a deep belt of maturing buffer woodland.

- Provide a distinctive southern gateway arrival with houses fronting on.

Western Boundary

The western site boundary is bounded by the A68 to the south west which is dualled at this location, and further north west has a boundary with the A1 (M). There are some open views into the site from the A68, and long-distance views over the site and open countryside beyond from the A1(M) on the approach to the Darlington A68 Turning.

- Consider the journey to Darlington and range of visual experiences from the A1(M) and A68 as the driver passes the whole road segment parallel to Darlington
- Consider the site appearance from the A68 and A1(M) and loss of views
- Consider carefully the design of acoustic measures and buffer treatments from the A1(M) perspective
- The western boundary with the A1 Motorway is an opportunity for a creative design response. The motorway is largely level with the site therefore acoustic solutions are needed but these should not be constructed as engineered bunds as this would not only create a negative visual impact but would be a missed opportunity for a positive landscape feature. Any acoustic bund should be designed using organic shapes and planted to form a strong linear green edge to the development.
- Consider views from the Greater Faverdale new garden village outwards towards moving vehicles.

Eastern Boundary

The eastern boundary has an interface with the Bishop Line/Tees Valley Rail Line which runs parallel to Whessoe Road. There are long views over the site and the countryside beyond from both the rail line and Whessoe Road.

- The visual interface with both Whessoe Road and also vehicles travelling west towards the site from Burtree Lane should be carefully handled to minimise negative visual impacts and to give the development a village edge rather than a simplistic buffer as would be found around an industrial development.

3.4 (Character Area) CA 1 - 'Faverdale North Extension'

- This will be part of the first phase of development and must set the quality benchmark for the garden Village as a whole.
- The access into the Garden Village from Rotary Way and therefore the first views up the new North-South Village Street must shout out that this is somewhere different. A new place where quality is evident in buildings and landscape, where pedestrians and cyclists are seen as more important than vehicles and the health and well-being of its communities is important.
- It must embed the qualities and principles of Garden Communities and Building for a Healthy Life in a way that demonstrates a distinctive local identity, a rich mix of high-quality homes accessible, and good quality and blue and green infrastructure.
- The residential areas will be compact and permeable,
- A well- connected street and path networks will provide opportunities for these to be extended into future adjacent character areas.
- Initially this area is likely to have a greater dependence on facilities and services outwith the masterplan and it is essential that safe and direct walking and cycling links are available to encourage active travel behaviour from the outset.
- The employment zone must face inwards towards the Village and connect both visually and physically. The buildings must complement the quality of the residential development .The opportunity presented by the greenspace to the west of the employment area to have high quality commercial development in a parkland setting must be taken. Whilst vehicular access will be from Rotary Way pedestrian and cycle access routes into the village must be provided on the north and west sides.
- This area offers several key opportunities to create and strengthen Green/ blue infrastructure. In particular the Central North South Green Corridor must be established at the earliest stage in the site's development. . The southern section of the existing woodland belt will be integrated with the streets and the opportunity to provide a footway/cycleway access to (and safe crossing of) Rotary Way at this point must be investigated. Similarly the early development of green and blue infrastructure proposals along with the North South Street (see below) will shape the garden village SuDS (Sustainable Urban Drainage Systems) strategy.
- `Play on the Way` features will be provided on pedestrian and cycle routes to the new primary school to encourage active travel.
- The proposals for the initial stages of development -relating to the North-South Village Street - must relate to the SuDS strategy for the GV as a whole. The highway drainage arrangements will be a key theme which shapes the form of the SuDS.

3.5 CA 2 - 'Whessoe Grange North'

- **Functional character**

- This is the principal entry to the site from the north and the space the highway, footpaths and related landscaping occupies should be generously proportioned.
- The route leads to the core of the village which should be recognisably the heart of the greater development.

- **Development Character**

- Keep gaps in the building line a minimum (approximately under 80% of frontage) – the aim is to create as continuous a building frontage as possible, to contrast effectively with less continuous frontages in other parts of the character area.
- Properties in the character area should avoid turning their backs towards the primary access route.
- Ensure the focal point space at the heart of the character area has a visually strong and robust development backdrop to signify its importance. Tree planting with the canopy beyond 2m high will allow views into this space. Low level planting which obscures the view of the site from the northern approach should be avoided. Slightly more urban feel than the rest of the development.
- Build-up development density on units facing the main street .

- **Street typology**

- Primary purpose is as a route into/out of the greater development carrying through traffic and being the main distributor route off which all access to development parcels is gained. Effectively functioning as 'Main Street'
- Development parcels should not "back-on" to the route
- Orientation markers on way out from core – to give confidence to the traveller

- **Public realm**

- Strong public realm character & designs
- Sets the scene for quality for the remainder of the Greater Faverdale site
- Entry markers/signifiers should be incorporated to confirm arrival to the core of the garden village site and
- Signifier that you have arrived at the village "centre"
- Street furniture design choice should emphasise this is the core, though the materials and fonts being less rural in character.

- **Landscape character**

- Opportunity of a high-quality tree lined linear space, potentially with the n/s footpaths setback from the carriageway by a planting margin.
- Opportunity to boulevard – bold tree planting leading the eye to the focal point village green – drawing on other local village precedents.
- Make it a positive space with bold, definitive, potentially formal hard & soft landscape statements.
- Build-up of scale in spaces and buildings with housing fronting onto the space.

3.6 CA 3 - 'Whessoe Grange Park'

- Landscape and Infrastructure Requirements
- Sub-divide Whessoe Grange Park located at the heart of the new garden village into sub character areas for example:

- Park gateways and connections
- Tranquil/ Natural/ ecology/ponds
- Active/ managed/ semi ornamental/play/sport
- Whessoe Wood
- Open Green Space with Veteran Trees
- Medieval Village
- Blue green infrastructure in accordance with the site-wide mandatory landscape structure strategy
- Deliver legible links and connections for example to:
 - All parts of Greater Faverdale new garden village
 - The Argos site
 - The Dene Beck PROW
 - The PROW bridleway to the north east
 - The Whessoeville PROW to the north
 - Links to the cycleway network
- Retain, protect and correctly manage the Greater Crested Newt breeding pond and its surrounding terrestrial habitat in accordance with ecology advice and in liaison with SuDS engineers to ensure water source/ discharge is not altered
- Provide interpretation and play opportunities for children linked to items of local interest such as the Darlington Greater Crested Newts and Whessoe Medieval Village
- Provide an events area suitable to host a variety of events including larger functions
- Provide well-placed robust and rustic street seating and picnic benches in keeping with the natural setting
- Provide a separate and signed 'dog off lead' space in a relaxed natural setting where people and ecology disturbance can be avoided

3.7 CA 4 - 'Burtree Dene Beck '

- This area is broadly defined by the perimeter boundaries of the West Auckland Road (A68) and the A1(M); together with the adjacent character areas of Burtree Lane; Faverdale North; High Faverdale; and Whessoe Grange North.
- The principal existing landscape feature is the treed Dene Beck watercourse running north-south through the character area with a patchwork of fields with hedged enclosures radiating out east and west from the stream.
- The Dene Beck also coincides with a public right of way (PROW) footpath running from the Burtree Lane character area to the Faverdale North character area which will provide key viewpoints looking out within the Burtree Dene Beck character area.
- The relationship to the motorway and main trunk road on the west side provides an opportunity for a new strong landscape screening edge to the character area which can also promote a neighbouring lower density residential typology. This can also include promoting self-build plots with larger gardens which in turn will create a more varied streetscape for this part of the garden village.

- It is worth noting that at present the motorway is effectively at the same level as the site so any related effective noise mitigation strategy must include a distinctive edge treatment. Only a short stretch of the slip road to the A68 interchange is at a lower level than the site. There is also a requirement for the provision of formal community allotment space within the garden village and this would also be an appropriate further buffer next to the motorway.
- The existing Bottom House and Holly House farm group buildings provide 'fixes' to develop the immediate local character at the western edge and also as examples of traditional building typologies that can influence the emerging built form of this part of the new garden village.
- In relation to the neighbouring Burtree Lane character area to the north it is important that Burtree Dene Beck positively addresses this orientation facing towards the rural landscape beyond the present lane. This north west corner of the site will be the first impression when approaching from the west under the motorway and is required to provide a strong building edge to highlight the garden village's relationship with its rural hinterland to the north.
- The new eastern edge of this character area where it meets the Whessoe Grange North character area will respond by increasing in density towards the street interface of these two areas in order to provide a clear transition.

3.8 CA 5 - ' Whessoe Grange East

- This area is largely defined at the existing eastern edge by the Bishop Line - Bishop Auckland/Shildon to Darlington railway - and the southern treed screen planting of the adjacent Argos Faverdale distribution centre. It abuts the northern Burtree Lane character area and to the west are the prospective Whessoe Grange North character area and Whessoe Grange Park character area respectively.
- The most notable existing landscape feature is the central mature woodland adjacent to Whessoe Grange Farm with its farmhouse and related farm building group. There is also a known heritage asset here with a remnant of the former historic manor house.
- Further south running diagonally east – west across this character area is an overhead low voltage power line which is a prominent visual feature in this immediate locality although not a positive one which needs to be re-located underground throughout the garden village .
- The field pattern is largely intact with retained hedging although at a relatively large scale so not with a discernible finer grain at present.
- This together with the proximity to the existing railway line with the potential for a future new Garden Village station means that the provision of some employment land on the eastern part of this character area will require a different sub area character compared to the western residential parcels. In any case the larger scale field boundary towards the railway line lends itself to the proposed business uses.
- The retained Whessoe Grange farmhouse and related woodland will be the focus for a distinctive destination that provides local community facilities with related footpath and cycleway links to the wider garden village and also onwards to any prospective new station via the employment area as well as to the prospective new Darlington-Stockton Heritage Railway Walk route
- Similar to Burtree Dene Beck where this character area abuts the Whessoe Grange North character area it will respond by increasing in density towards the street interface of these two areas in order to provide a clear transition.
- For the other residential development sites within the Whessoe Grange East it is required that a distinctive building typology is established to make it legible as a place in its own right – effectively a new neighbourhood .
- The proposed location of employment land at the eastern side of the character area requires a new landscape feature to be established to act as a buffer between the new housing groups. At the points where housing and businesses are directly abutting each other a new mixed use spatial street typology needs to be established potentially drawing on similar traditional village relationships to make this a positive and distinctive feature of this part of the character

area – for example by the use of alternatively procured housing like a co-operative self-build group or further self-build and or live work plots. Alternatively an additional allocation of allotments/community gardens would equally assist with the transition between residential and business activity.

3.9 CA 6 – ‘Burtree Lane’:

- The present Burtree Lane forming the northern edge of the proposed garden village retains much of its original character as literally a rural lane linking from east to west the Beaumont Hill Durham Road (A167) and onto the West Auckland Road (A68) providing access to the respect hamlets and farms on either side.
- As the town of Darlington expanded northwards in recent times it has increasingly been used as effectively a default vehicular by-pass but with none of the highway standards usually associated with such a function. Nevertheless, it presently has a national speed limit of 60m.p.h. whereas the A68 is restricted to 50 mph at its western junction with Burtree Lane.
- In the context of establishing the new garden village Burtree Lane will now effectively be literally the northern edge of Darlington separating this new urban place to the south - albeit conceived as a garden village - from the retained rural landscape to the north.
- In this context it is important that the Burtree Lane character area is not viewed solely as functioning as an upgraded main road highway albeit with a reduced speed limit.
- Instead it needs to perform as a visual transition from the garden village to its wider northern rural hinterland. Just as Burtree Lane as it enters Harrowgate Hill neighbourhood further to the east is restricted to 30 m.p.h. then for the entire length of the new garden village northern edge abutting the present lane this should also have a similar local maximum speed limit.
- This will ensure that much of the existing grass verge and hedged lane can be retained with a similar width carriageway as at present to maintain this pleasant rural character and provide a positive transition to the neighbouring new character areas of the garden village along the entirety of the lane.
- This requirement to maintain a positive rural character for the lane will have implications for the key north-south crossing points of the lane including the present PROW running by the Dene Beck; the existing accesses to the retained farms and related properties to the north; together with the prospective new cycle route envisaged to link northwards towards Newton Aycliffe – a potential key employment destination for some of the new residents.
- In addition, the new junctions into the garden village accessing into the adjacent Burtree Dene Beck; Whessoe Grange North; & Whessoe Grange East character areas respectively need to be conceived as genuinely public spaces for use by pedestrians, cyclists as well as local vehicular traffic.
- As Burtree Lane has no footpath on either side at present it is also a priority to establish new east - west pedestrian and cycle routes in relative proximity to the lane .

3.10 CA 7 - 'High Faverdale '

- The development of this character area will be informed by the existing features of the area both, natural and manmade.

- The existing landscape and topographical features of the site are to be retained, and the built form should respect this. For example, existing site levels will be adhered to and not flattened to fit standard building types. Hedging and existing boundaries are to be intertwined into the design. Likewise, the existing buildings on the site – notably High Faverdale Farm group - will provide focal points and be integral to the masterplan celebrating the old alongside the new. It is important that one can distinguish what is old and what is new and gives an honesty to the scheme.
- This southern gateway is to provide orientation and a sense of arrival. Visual cues such as landmarks, short and long views are to be used. The creation of an entrance ‘village green’ space and the buildings that front this must provide the uses that allow activity to this ‘centre.’ Cafés, shops and other public facing buildings will enliven this area and help in the sustainability of the overall scheme. Buildings should provide enclosure around the green to enhance the place making of the space.
- Throughout this character area the pedestrian and cyclist will be given priority. Parking is to be kept to a minimum to encourage sustainable travel. Parking in residential areas will be carefully considered so cars are not dominant in the street scape.
- An experiential ‘story board’ through the character area is encouraged and this should be from a pedestrian or cyclist perspective. This would include the approaches to this area from the adjacent character areas of Faverdale North Extension; Whessoe Grange North; and Whessoe Grange Park. This is a key area to the overall masterplan when approached from the south and its connection with its adjacent character areas are crucial to the success of the overall scheme and future phases.
- Communities are developed over time and it is important that the character of this area is not forced, and elements are allowed to flourish over time. The ‘foundations’ should be set out by the detailed design code and there should be an amount of flexibility within the masterplan to futureproof the scheme and allow it to grow organically. This flexibility would however need to have set parameters agreed in the design code in order to maintain the rigour of the scheme.
- The pioneering ethos of the original Garden Villages should be continued and brought into the 21st century. It is important that this starts with the first developments to come online and that these set the benchmark. Innovation should be encouraged and some development pockets within this area will be set aside for innovative and exemplar housing that pushes the boundaries in energy efficient, low/zero carbon usage and Modern Methods of Construction.
- The gateway can effectively be considered a village centre and therefore density of the street must take its cues from this. There are also needs to be a diversity in scale and form to add character and aid with place making.



4.0 Site-Wide Detailed Design Quality Coding Checklist

Sustainable Design Principles

- Sustainable design can be made unnecessarily complex – a simple approach to sustainable architecture will best help take the steps needed to preserve the planet now and for the future.
- Sustainable residential design should aim to futureproof homes and protect the planet while facilitating a good quality of life.
- Safety, simplicity, reliability, affordability and running costs all need to be considered when designing high-quality residential schemes.
- The integrated sustainability measures should be intuitive, logical and easy to run to maximise efficiency and benefits. Passive design and attention to context and materials are areas where substantial gains can be made in sustainability and energy efficiency without introducing unnecessary complexity. Finding the right balance of outdoor space, private space and shared space is also vital to the success of a residential project,
- Buildings and places need to adapt to the changing needs of users over time.
- There are different cycles of change – the use of a building is often the easiest thing to change. That can happen more easily and more often. A good example is the slightly larger nineteenth century houses often found just on the edge of town and city centres. Usually originally built as family houses for the better off – they are capable of providing offices for professionals such as accountants and solicitors, sometimes they are converted into bed-sits or flats and can often end up becoming gentrified and returning to their original use. These buildings allow the village centre to expand and contract without the need for large scale redevelopment.
- The 1970s mantra of “Loose Fit – Long Life – Low Energy” still has merit as a design principle. Robust flexible building fabric and structures, which can easily be reconfigured and absorb the least possible energy in the manufacture, construction and in-use phases throughout the building’s life.

Designing Good Buildings

Design Approaches

Successful residential design can be aided by thoroughly understanding the distinctiveness of the local area. Using these studies to inform the design and can help develop high quality contemporary design grounded in the vernacular - giving both a sense of renewal and belonging.

Poorly executed pastiche version of the traditional are to be avoided as are a pick and mix of different architectural styles or periods

Form of buildings

Well-crafted simple forms. Drawing from the vernacular of the area with contemporary interpretation. Form factor to be considered. The form, scale and layout are to contribute to the sense of place and help create a community feel. Ornamental add-ons should be avoided, and any ‘addition’ should be integral to the overall design, contributing to the character and distinctness of the place.

Building orientation – first principles

The orientation and position of the dwelling within their site is crucial for place making but also for the first principles of sustainable design making the maximum of the South facing orientation for passive solar heating.

Internal layout. Space Standards

The principles of the Garden City aimed to provide spacious and well-planned houses. This must be no different in its aims. To provide comfort, enhance standard of living and wellbeing all dwellings in the Garden village will have and exceed a minimum space standard. As a base level these will be in line with the National Minimum Space Standards by the RIBA (Royal Institute of British Architects). Internal volume is also important as well as floor area and the floor to ceiling height are to be a minimum of 2.4m but ideally 2.5/2.6m particularly on the principal floor.

At least 90% of homes are to meet building regulation M4(2), 'accessible and adaptable dwellings', and at least 10% of new housing will meet building regulation M4(3), 'wheelchair user dwellings'. As a minimum, the new Garden village is to meet this benchmark.

The ability to work from home needs to be integral to the layout of all houses to enable flexibility and futureproofing for the occupants and promote a sustainable work/life balance.

Immediate External Space – consideration to be made for bin stores, bike stores, renewables such as Photo Voltaics (PVs), ASHP?

So often forgotten or considered too late in the design process are storage, waste, servicing and utilities. These areas are to be integral into the initial design and carefully considered for functionality but also to contribute to the house design and the wider street scene and not detract from it. Clutter is to be avoided on the façade and in the immediate external area of the house. Renewables such as ASHP and PV which have a valuable contribution to the sustainability and energy efficiency of the homes are not to appear to be an add on.

Materials and detailing

Materials are to be carefully considered to work with the building form and the local area. These can be traditional or modern materials but will be a simple high-quality palette of materials that is well crafted.

Simple detailing is to be utilised with high quality materials. The embodied carbon is to be taken into consideration for material choice as well as its durability, appearance and maintenance strategy overtime. The junctions between materials are to be carefully considered and there will be a simple hierarchy. Simple forms will aid in this rather than a complex shape.

UPVC window are to be avoided. Timber cladding can be a great addition to a housing development however detailing, weathering and ventilation need to be carefully considered.

Daylight and windows

To promote good daylighting and thereby improve quality of life and reduce the need for energy to light the home the following are to be a minimum. Average daylight factor of at least 2% for kitchens, average daylight factor of at least 1.5% in living rooms, dining rooms and study. At least 80% of the working plane in these rooms receives natural light. The daylight factor is a comparison of the natural light levels within a room and the natural light levels in an unshaded location outside and the working plane is a nominal surface positioned 0.85m above the floor. Further information on natural lighting can be found in BS 8206-2:2008 Lighting for Buildings – Part 2: Code of practice for daylighting.

Designing for Climate Resilience

All dwellings are to be substantially better than building regulations. To only aim for building regulations means that the dwellings are only just legally acceptable. This is not good enough for this aspirational development.

As a minimum the development will adhere to the RIBA Climate Challenge 2030 and hit the targets corresponding to the years 2020, 2025?.

To be truly exemplar as a Garden Village development it must strive to showcase the very best in design and also construction. Modern Methods of Construction (MMC) are to be used to aid in quality assurance and consistent performance of the dwellings.

A percentage of the dwellings will additionally be showcasing Certified Passivhaus standards the exemplar in low energy standards with a larger percentage utilising the Low Energy PH standard which is easier to attain and a substantial step up from the building regulations.

Self-build, Customisation

Procurement of the housing is to be carefully considered and self-build and customisation is to be actively encouraged. This enables the house owner to be involved in creating their home and gives them the agency to create a home that is fit of purpose and long term performance rather than the standard speculative model which generally doesn't consider long term life cycle costs or the cost of running the house. Self-build and customisation, if carefully implemented with a robust design code, contributes to the character of the development.

Checklist:

- Do the local character studies inform the design to create a sympathetic yet contemporary scheme?
- Is the building form and orientation driven by context both historical and environmental?
- Are Minimum Space Standards met?
- Has external spaces and storage been integrated into the design?
- Is there adequate daylight to habitable rooms?
- Is RIBA Climate Challenge 2030 met?
- Have innovative construction techniques been implemented. MMC etc.?
- Have a mix of housing such as Self build, Custom Build been incorporated into the scheme?

Cycle Parking: Standards and Design Requirements

To deliver the vision for Burtree as a place that actively encourages cycling and walking suitable cycle parking infrastructure must be provided to allow residents to own and conveniently use cycles for everyday journeys.

Cycle parking must be designed as an essential component of the development and located in both key public spaces, outside destinations, such as schools and within private residences. Visitor spaces must be provided separately.

At least storage for one cycle where it is as easy to access as the car.

Secure and overlooked cycle parking that is as close to (if not closer) than car parking spaces (or car drop off bays) to the entrances of schools, shops, rail station and other services and facilities.

Provide scooter and cycle parking at schools. Scooters can encourage younger children to get active on the way to school.

Vehicular Parking: Standards and design Requirements

Remember encouraging active travel is not about preventing people from buying/owning cars and other vehicles. It's about usage. It is about creating the conditions to encourage short journeys to be made on foot or on bike within and beyond the boundary of the garden village.

The design must therefore anticipate realistic levels of car parking demand, guarding against displaced and anti-social parking

Parking within the new garden village will include private dedicated parking for residential homes, public parking spaces for visitors and shared parking for residents, employees, and visitors within village centres.

The following parking restrictions apply to the street hierarchy:

Main Village Streets: There will be no allocated parking, but in key locations a few clearly demarcated visitors parking spaces may be provided, where they do not negatively impact onto traffic flows. There will be no access to private parking areas, drives or garages.

Secondary Village Streets: Direct access to private on plot parking areas, drives and garages are to be avoided. Where access drives are unavoidable, they must serve a number of properties and must not affect the continuity of tree planting and cycle way. Apart from this restriction, there may be some visitor non-dedicated parking, as well as on-street parking for residents; and

Tertiary streets -In the residential areas car parking will be integrated into the street environment, convenient and provide a positive environment with generous landscaping to settle frontage parking in the street (e.g. providing green relief equivalent to one parking bay every 4-5 bays). Small and overlooked lit parking courtyards are only to be permitted where properties are in a courtyard and with ground floor habitable rooms. Garages will not be relied on for everyday car parking. There will be active and passive Electric Vehicle Charging (see utilities)

The National Design Guide provides further helpful advice on achieving well designed streets and spaces that are not dominated by the private car and which are accessible by all.

Waste, Recycling & Utilities

Well integrated refuse stores, recycling facilities, meter boxes, pipes, flues and vent must be considered early in the design process and integrated into the overall scheme.

High speed (Ultrafast gigabyte) broadband connectivity must be a feature of the development to encourage a 'live/work' balance. All homes must have access.

Electric Vehicle Charging points. Active: 20% charge point provision for residential parking bays Passive: 40% of parking bays Definition of "active" and "passive" provision of charge points: Active - A socket connected to the electrical supply system that vehicle owners can plug their vehicle into. Passive - The network of cables and power supply necessary so that at a future date a socket can be added easily.

Play and Youth Facilities - 'Active Play and Sports for All Ages'

Consider how to use the natural landscape for play opportunities such as stepping-stones through shallow water, play in woodland areas (also link to the new PrimarySchool)

Play areas and minor play interventions including creative and natural play solutions with high play value

Include micro play items with fun/ surprise elements such as discovery trails

Active/ sports solutions demonstrating clear focus on health and active lifestyles

Provide a relaxed area suitable for informal ball sports

Path and cycle network designed to be legible, safe and enticing to encourage active uses

Activities aimed at older residents including provision of sufficient seating to encourage less confident walkers

Teen provision including group seating in appropriate locations

Provide suitable spaces for boot camps, Tai Chi etc

Consider how to ensure non-threatening spaces for less confident users (for example skate parks are popular but some people can find them intimidating)

Hard Landscape

- Site Wide- Identify an appropriate hard landscape palette to achieve coherence and an appropriate design language for a garden village
- Consider appropriate feature materials for each character area, within an overall Greater Faverdale new garden village design matrix
- Avoid over-engineered or urbanised solutions at the northern boundary; with the new entrances designed to retain rural character
- Coordinate with arts provision to incorporate integrated and locally inspired art works
- Avoid overly engineered, urban or formal hard detailing not suitable for a Garden Village
- Provide accurate information on the following:
- Feature hard landscape areas (such as at gateways and key points)
- Signage strategy linked to active lifestyle network
- Coordinated seating and landscape furniture palette
- Lighting to be as minimal as possible and coordinated with ecology
- Creative interpretation solutions
- Coordinated and appropriate surfacing to a hierarchy of paths and recreational routes,
- Bridges, rocks to swales and SuDS ponds water features.

Soft Landscape & Bio-diversity Strategy

- From an early stage develop a communications strategy, in consultation with sales and marketing departments from housebuilders, for informing residents what to expect with the provision and management of new natural habitats and the protection of existing trees, hedgerows and natural habitats such as newt ponds
- Provide creative interpretation solutions to inform residents about the wildlife and ecology they are sharing the site with
- Mandatory Landscape Structure to be rooted in the ecological principles for the site and to achieve net bio-diversity gain as advised in the NDG.
- Map on masterplan important ecological links and connections for example hedgerows used by bats as navigation routes
- Demonstrate creative and attractive ways to integrate biodiversity solutions
- Evidence that the masterplan is based on accurate locations of trees, hedgerow and ecological features identified for retention (and their buffer zones)

- Proposed tree sizes and locations to be shown with forest scale species identified
- System of checking to be evidenced to demonstrate approved planting has been installed correctly and retained planting correctly protected
- Species lists, sizes and densities to be provided for all typologies
- Long term landscape management arrangements to be considered from outset and enshrined
- Provide the precise location and arrangement of all landscape typologies including
 - Vegetated swale corridors
 - Edible landscapes
 - Native marginal and emergent plants to Ponds
 - ecological protection/ enhancement areas,
 - Trees: existing, removed and proposed
 - Woodlands old and new (including safety for public access and management considerations)
 - Planted areas
 - Grasslands including amenity/ species rich/ wildflower meadows /newt habitat/ mown grass paths

Private Gardens and Edible landscapes

'81% of English adults think that it's important that their future homes have quality private or shared gardens'. Design Council: A Public Vision for the Home of 2030

Historically, garden Villages provided access to open air and the chance to grow flowers, fruit and vegetables. The 2020 COVID-19 pandemic triggered a renewed interest in gardens and growing with increased value placed on private, semi -private and public spaces.

- Demonstrate awareness of health and wellbeing and access to healthy food within the new community and make provision for designated allotments space.
- Demonstrate how edible landscapes can be successfully delivered in gardens and community spaces at Greater Faverdale Garden Village
- Refer to guidance such as TCPA Guide 10 Edible Garden Cities
- Extract from TCPA Guide 10 Edible Garden Cities:
 - *Local food systems as part of a landscape-led approach*
 - *Local food systems are to form an integral part of a landscape-led masterplan or strategic framework, in which at least 50% of a new Garden City's total area will be allocated to green infrastructure (of which at least half is to be public), consisting of a network of multi-functional, well-managed, high-quality open spaces linked to the wider countryside.*
 - *This figure is deliberately ambitious but includes architectural green infrastructure elements such as green roofs and green walls. Where it is not possible or desirable to provide a private garden with each home, homes must have easy access to shared or community gardens.*

Allotments

- Historically allotments date back as far as Anglo-Saxon times, but the plot system we recognise today started in the C19, when rapid industrialisation and poor public health forced measures to provide land for urban dwellers to grow fresh food. In 1908 the Small Holdings and Allotments Act came into force, and many subsequent Allotments Acts over time have continued to strengthen the legislation surrounding the provision and protection and rental arrangements of allotments.

- The concept of allotments sits well with the ethos of a Garden Village, with the recognition that locally grown produce triggers a range of benefits including health, well-being, education, relaxation and community.
- While theoretically Garden Villages provide garden space per home which would allow home based vegetable growing, not all residents wish to devote their garden space to produce. Allotments also provide excellent opportunities for development of community spirit which is critical to the successful growth of a new Garden Village. Participants are able to learn skills from each other, to hold annual competitions, and also to share and distribute surplus produce.
- Darlington has a good spread of allotments throughout the borough, both council and privately managed. There is a tradition of aiming to provide round 20 allotments per 1000 population and the typical size for a full plot is 250m², typically 25m x 10m however half plots are also popular. Non-standard arrangements can also work well where this is acceptable through local policy, for example community vegetable gardens using raised beds, placed next to community buildings or sometimes in schools.
- The location of allotments should be carefully considered to ensure good levels of natural surveillance, sunshine, water and ground conditions, and placing allotments at the heart of community activity
- Consider the appearance and design of the allotments, for example as attractive community gardens and associated orchards incorporating a central community hub space and well considered gateways and boundary treatments, also consider non- standard plot types or half plots, and whether to allow hens, bees etc through consultation with DBC and relevant stakeholders
- The developer's allotment strategy should be developed in consultation with Darlington Borough Council, to understand current demand, policy requirements and optimum models of sustainable management with an emphasis on local engagement and involvement

Principles for success:

- Secure capital and revenue funding through Section 106 agreements for the new communities.
- Consider how opportunities for green infrastructure funding can be used to fund local food-growing initiatives.
- Use business development funds for food-related businesses and co-operatives.
- Consider applying natural capital accounting processes to local food systems.

Precedents:

- Northstowe:
 - The phase 2 development strategy for Northstowe, created by Homes England, is centred around a Healthy Living and Youth & Play Strategy. A key requirement is the provision of fruit trees in private gardens and a community orchard, in a nod to the original Garden Cities. Housebuilders must also provide adequate depth and quality of soil within private garden areas to enable residents to grow fruit and vegetables. Community growing opportunities, such as fruiting espaliers on boundary walls, foraging food trails, herb walls, commercial roof terraces and communal courtyard areas, are to be included throughout. Furthermore, additional potential measures include market-stall spaces within the town centre square and retail floor space for a locally produced food outlet.

Farmland, Hedgerows and Trees Overview

The local farmland including the site, is a mixture of arable and pastoral land. Fields are relatively small, lined with old hedgerows and hedgerow trees and irregular in shape, very typical of old English farmland. These features increase the value and sensitivity of the landscape.

There are few substantial woodlands in this landscape character area, instead shelterbelts and farm woodlands are more common with the largest being around Whessoe Grange Farm and the buffer woodland around the Argos site, as well as semi-natural riparian woodland along the Dene Beck.

Hedgerows Requirements

Countryside hedgerows are protected by law, meaning you cannot remove them if they meet certain criteria set out in the Hedgerow Regulations 2007. Examples of the criteria are; being more than 20m long, set in land used for agriculture, at least 30 years old, and part of a field system that existed before 1845.

It is most likely that some of the hedgerows on the site will meet these criteria, therefore developers must assess the hedgerows against the criteria in the regulations using a suitably qualified professional, and develop a layout and levels design that minimise impacts upon hedgerows by slotting development cell plateaux into the field pattern.

Developers must evidence their hedgerow strategy, aimed at retaining and protecting and best examples of hedgerows within the mandatory landscape structure.

Veteran and Rare Trees Requirements

There are believed to be veteran trees on site, and also other mature trees including examples of rare species such as native black poplar.

Ancient and veteran trees can be individual trees or groups of trees within wood pastures, historic parkland, hedgerows, orchards, parks or other areas. They are often found outside ancient woodlands. They are irreplaceable habitats.

Decisions on any removals of veteran trees must be made in accordance with paragraph 175C of the NPPF. By law planning permission is to be refused if the development will result in the loss or deterioration of veteran trees unless there are wholly exceptional reasons or there is a suitable compensation strategy in place.

Developers, in addition to standard tree survey and impact assessment, must evidence how they have assessed potential veteran and rare trees using recognised assessment criteria for veteran trees by a suitably qualified and experienced arborist, and evidence how they are retaining and protecting any veteran and rare trees within the mandatory landscape structure.

This will inform the development layout, which require that the design of village greens and landscape spaces will be done in such a way as to celebrate and visually capitalise upon trees of suitable stature and good health, placing them to form vista end stops and focal points if appropriate.

Topography, Geology and Soils

The topography is undulating, in a series of broadly east-west oriented shallow valleys and low rounded ridges. The underlying geology is Magnesian Limestone, but this is overlain by glacial till resulting in clay loam soils.

Soils Strategy Requirement

‘Soil is a combination of minerals, organic matter, air, water and living organisms. We need it to sustain life. But our soils are degrading at an alarming rate. We have taken soil for granted and now one-third of the world’s arable soils are degraded. The situation becomes even more urgent when we consider that it can take a thousand years for just one centimetre of topsoil to form’. Soil Association 2020

There is currently a very poor culture of managing soils in the construction industry, allowing delicate topsoils to be crushed and damaged almost beyond use. Tracking by vehicles, dumping of heavy objects and working the soils while wet are all common problems resulting in very poor outcomes in planting schemes, with high quality plants unable to survive in wet compacted clays.

Soils in the Whessoe and Dene Beck area are typically loamy or clayey, seasonally wet, and slightly acid but base-rich, consequently they are highly vulnerable to damage caused by poor handling and storage.

Greater Faverdale new garden village is set in an existing landscape of old farmland with intact topsoils that have developed over hundreds of years. This is a precious resource that must be carefully preserved and re-used on site.

Developers will be required to evidence their Soils Handling and Levels Strategy to inform the design of the site layout to minimise impacts upon levels, and to manage their sites through to completion to ensure that they will strip, handle, store and spread the site-won topsoils correctly.

Hydrology and Blue-Green Infrastructure Requirements

The main watercourse in this landscape character area is the Dene Beck, which is a key landscape character feature of the Greater Faverdale site, meandering north-south through the western part of the character area named after this feature - Burtree Dene Beck - and with a PROW footpath running alongside for much of its length.

Typically, drainage ditches within the local farmland can be found linking to the Dene Beck however some areas remain poorly drained with areas of marsh and carr remain in low-lying areas, probably due to the clayey soils. Ponds and wet areas that have established on site are a valuable element in the site ecology and must to be retained and protected within the mandatory site wide landscape structure and reflected in the site-wide drainage and storage proposals.

Developers will be required to evidence a fully integrated design approach to the blue-green strategy for the site including permanent water and swales, and to capitalize in the design proposals how the Dene Beck can offer a visual and recreational resource, linked to the PROW network.

Avoid cavernous bowl-like engineered SuDS ponds with steep sides

Allow suitable planting within the SuDS ponds

Use micro pools and low-flow channels as design opportunities for example with rocks, gravels and planting

Avoid concrete ‘off the peg’ outfalls with steel rails. Instead provide bespoke outfalls using gabions, rocks

Integrating Public Art

Arguably there are 2 ways to successfully deal with public art within a development such as Greater Faverdale Garden Village:

- The stand-alone “signature” piece, and
- The integrated art option which entwines the work(s) of art into the fabric of the development.

The “signature” artwork can, in itself, define a development and/or raise its profile (e.g. The Angel of the North). Tall artworks can be a draw in their own right, and also double as orientation and wayfinding elements of urban fabric for the development. (e.g. exemplified by the works of Cesar Manrique throughout the Lanzarote highway network – most major junctions have a distinctive, tall artwork.)

The integrated artwork option allows for the art to be discovered in an incidental manner to reinforce the local character of an area, and enriches the experience of residents and visitors, as well as encouraging exploration of an area on foot.

Consider:

- What might be the most appropriate mix of art commissions to suit this long-term development.
- Consider appointing an artist or arts manager for the duration of the project, to develop an arts and artist procurement plan.
- Strategic partners are to take the lead and consider the potential of “signature” art.
- Encourage the developers of land parcels to adopt and deliver the arts strategy.

Surface Water Drainage & SUDS

Must be future proofed – designed to be resilient, allows for changing demographics, future growth, and the impacts of climate change including flood risk

The design process will research and respond to how water flows and nature moves across the site and the wider surroundings.

The design must ensure that creative surface water management such as rills, brooks and ponds enrich the public realm and help improve a sense of wellbeing and offer an interaction with nature.

The surface water drainage strategy for the Site will be designed to meet the flood risk requirements of the Environment Agency and include proposals for a surface water drainage system based on the four key SuDS principles and will comply with best practice guidance as described in The SuDS Manual C753, CIRIA.

The Sustainable drainage system (SuDS) will be designed to manage stormwater locally (as close its source as possible), to mimic natural drainage and encourage its infiltration, attenuation, and passive treatment.

The highway drainage arrangements will be a key theme which shapes the form of the SuDS. This is because highway run-off often forms a high percentage of the total run-off from developed areas and is also the surface water element that contains the highest level of pollutants. The proposals for the initial development including the main N-S street must relate to the SuDS strategy for the site as a whole.

Lighting Strategy

The lighting strategy supports the project aspirations for a contemporary exemplar of sustainable living, while being responsive to the surrounding environment.

All lighting must be designed to minimise energy consumption and avoid light pollution using high quality efficient lighting systems.

The design of lighting on adoptable public highway must comply with the specifications of the Council’s adoptable standards.

Lighting must avoid adverse effects on existing and future ecological habitat areas.

Pedestrian and cycle routes must be lit to enable use at all times of the day.

5.0 Appendices

5.1 Appendix 1: Definitions & Terminology

Alphabetical list of Terminology etc.

DRAFTING NOTE - UNDER CONSTRUCTION

5.2 Appendix 2: Local Contextual Character Influences

The villages of the Darlington, Stockton and the North Yorkshire area generally conform to a limited number of plan forms. These centre on a marketplace, sometimes almost circular, as if formerly a village green, or often more linear in form (e.g. Hutton Rudby), and not necessarily with parallel street sides.

Notable local exemplars include:-

- Cockerton Village
- Gainford Village Green, Co Durham
- Great Ayton, North Yorkshire
- Haughton Le Skerne
- Heighington Village Green
- Hurworth
- Hutton Rudby, North Yorkshire
- Staindrop, Co Durham
- West Auckland, Co Durham

The majority of the relevant village cores have been subsumed into expanding settlements but remain as the cores of these new settlements.

Almost all have solid lines of terraced dwellings and other buildings throughout the length of the “green” or “marketplace”, defining the space, with detached dwellings appearing mainly at the extremities of the defined core, perhaps being the “doctors house” or similar in the past.

Often a church is placed not centrally to the community but to one side (near the village entrance) or even behind the linear development of the village.

They often have more than one manor house – sometimes on opposite sides of the main village green or space – or set behind the village with a landscape setting or parkland contributing to the wider setting.

5.3 Appendix 4: References




List of reference documents.

- National Design Guide
- BHL
- TCPA Publications
- RIBA 2030 Challenge Target
- Northstowe Phase 2 Design Code
- The Art of Building a Home
- Upton Design Code
- DESIGN COUNCIL A Public Vision for the Home of 2030
- Garden Communities Prospectus MCHLG
- Architecture & Design Scotland, Typologies Series
- Homes England Garden Communities Toolkit (September 2019)
- [The National Design Guide \(2019\)](#)
- [Urban Design Compendium, Third Edition - HCA with studio real \(2013\)](#)
- [Safer Places: The planning system and crime prevention ODPM, \(2004\)](#)
- [The National Planning Policy Framework and relevant planning practice guidance.](#)
- [Building for Life 12: The Sign of a Good Place to Live - Design Council CABI, \(2015\)](#)
- [By Design - Urban design in the planning system: towards better practice - Commission for Architecture and the Built Environment \(CABI\), \(2000\)](#)
- [The Cool Sea \(The summary report and toolkit of the Waterfront Communities Project Interreg3b\) ISBN 0 901273 40 6 \(2007\)](#)
- [Manual for Streets - Department for Transport, and Community and Local Government, \(2007\)](#)
- [Life Between Buildings: Using Public Space – Jan Gehl \(2006\)](#)

DRAFTING NOTE - UNDER CONSTRUCTION

5.4 Appendix 5: RIBA 2030 Challenge Target metrics for domestic & non-domestic buildings

RIBA 2030 Climate Challenge target metrics for domestic buildings

RIBA Sustainable Outcome Metrics	Current Benchmarks	2020 Targets	2025 Targets	2030 Targets	Notes
Operational Energy kWh/m ² /y 	146 kWh/m ² /y (Ofgem benchmark)	< 105 kWh/m ² /y	< 70 kWh/m ² /y	< 0 to 35 kWh/m ² /y	UKGBC Net Zero Framework 1. Fabric First 2. Efficient services, and low-carbon heat 3. Maximise onsite renewables 4. Minimum offsetting using UK schemes (CCC)
Embodied Carbon kgCO ₂ e/m ² 	1000 kgCO ₂ e/m ² (M4i benchmark)	< 600 kgCO ₂ e/m ²	< 450 kgCO ₂ e/m ²	< 300 kgCO ₂ e/m ²	RICS Whole Life Carbon (A-C) 1. Whole Life Carbon Analysis 2. Using circular economy Strategies 3. Minimum offsetting using UK schemes (CCC)
Potable Water Use Litres/person/day 	125 l/p/day (Building Regulations England and Wales)	< 110 l/p/day	< 95 l/p/day	< 75 l/p/day	CIBSE Guide G

RIBA 2030 Climate Challenge target metrics for non-domestic buildings

RIBA Sustainable Outcome Metrics	Current Benchmarks	2020 Targets	2025 Targets	2030 Targets	Notes
Operational Energy kWh/m ² /y 	225 kWh/m ² /y DEC D rated (CIBSE TM46 benchmark)	< 170 kWh/m ² /y DEC C rating	< 110 kWh/m ² /y DEC B rating	< 0 to 55 kWh/m ² /y DEC A rating	UKGBC Net Zero Framework 1. Fabric First 2. Efficient services, and low-carbon heat 3. Maximise onsite renewables 4. Minimum offsetting using UK schemes (CCC)
Embodied Carbon kgCO ₂ e/m ² 	1100 kgCO ₂ e/m ² (M4i benchmark)	< 800 kgCO ₂ e/m ²	< 650 kgCO ₂ e/m ²	< 500 kgCO ₂ e/m ²	RICS Whole Life Carbon (A-C) 1. Whole Life Carbon Analysis 2. Using circular economy Strategies 3. Minimum offsetting using UK schemes (CCC)
Potable Water Use Litres/person/day 	>16 l/p/day (CIRA W11 benchmark)	< 16 l/p/day	< 13 l/p/day	< 10 l/p/day	CIBSE Guide G

Appendix 5.5 Building for a Healthy Life (formerly BfL12)

The relationship between Building for a Healthy Life, the National Planning Policy Framework and the National Design Guide.

Integrated Neighbourhoods	National Planning Policy Framework	National Design Guide
Natural connections	91a; 102c and e; 104d; 127b; 127f	B3; M1; M2; N1; R3
Walking, cycling and public transport	20c; 91a; 91c; 127e	B1; B3; M1; R3
Facilities and services	102; 103	B1; B3; N1; P3; U1; U3
Homes for everyone	60-62	B1; B2; U2; U3
Distinctive Places		
Making the most of what's there	122d; 127c; 127d; 153b; 184	C1; C2; I1; B2; R3
A memorable character	122d; 127c; 127d	C2; I1; I2; I3; B3
Well defined streets and spaces	91a	B2; M2; N2; N3; P1; P2; H2; L3
Easy to find your way around	91b; 127b	I1; M1; M2; U1
Streets for All		
Healthy streets	91b; 102c and e; 110a-d	M1; M2; N3; P1; P2; P3; H1; H2
Cycle and car parking	101e; 127f; 105d	B2; M1; M3
Green and blue infrastructure	20d; 91b; 91c; 127f; 155; 170d; 174	C1; B3; M1; N1; N2; N3; P1; P3; H1; R3; L1
Back of pavement, front of home	127a-b; d; f	M3; H3; L3
Generally	7; 8; 124; 125; 126; 127; 130	15; 16; 17; 20-29; 31-32
Using the tool as a discussion tool	39; 40-42; 125; 128; 129	

6.0 Assessment Checklists

This section can/will be a separate Workbook with R/A/G rating system.

How to use Section 6:

Section 6 is a stand-alone summary of the KEY issues which must be present in any scheme being considered for approval. It is included in the main report for completeness but is issued as a separate Assessment Workbook with electronic pull-down scoring. This assessment is based on the RAG Traffic Light System.

This means:

- RED – fails to meet the essential criteria and the scheme as it stands cannot be considered as acceptable.
- AMBER – Requires further work to meet the standards of the defined criteria
- GREEN – A pass. Meets or exceeds the parameters of the relevant criteria.

Page 167

The first test is against the criteria for Building for a Healthy Life and first questions are:

- Is Building for a Healthy Life the key measure of design quality for this development and have the 12 considerations been the basis of developing the detailed designs?
- In BHL assessment will each phase of the garden village achieve a minimum of 9 green lights (and no red lights)?

It is expected that **Building for a Healthy Life** will have been part of the design development process from the start and this first part of the assessment is to ensure that the scheme being considered scores at least **9 greens** and has **NO REDS**.

If it scores **one or more REDs then the scheme has failed** and no further assessment should take place until the scheme is redesigned and under reassessment achieves an absolute minimum of 9 GREENS and 3 AMBERS under the BHL test criteria.

The BHL assessment criteria are therefore the first to be assessed, before moving on to assessing the scheme against the remaining criteria.

The scheme with the greatest number of greens has achieved the highest score.

Key question:

1. Does the scheme being assessed achieve the minimum requirement of 9 GREENS and 3 AMBERS? Y/N
2. If YES, proceed with the remaining assessment questions.
3. If NO, the scheme must be rejected at this point and no further assessment of it carried out.

- **Urban Design**

- Is the village centre clearly identified?
- Do you know when you've reached it/passed it?
- Is the village centre defined by "gateway" features?
- Does the scheme respond to the site's microclimate?
- Is the architectural character of the proposals unique and site specific?
- Are Serial Vision Principles used?
- What makes this truly exemplar and how are these quantified through the process, who is making sure these are implemented?
- Retention and integration of existing buildings?
- Introduction of mix use in the centres of the village to create activity.

- **Movement-Introduction**

- Does the design of Burtree Village embrace 'Gear Change' the Govts bold vision for cycling and walking?
- Is the street network connected and legible making walking and cycling an instinctive choice for anyone undertaking everyday short journeys?
- Does the movement network adequately recognise the context of the garden Village, the places, facilities, and services that it needs to connect to both within and beyond the site and in the infrastructure (both within and beyond the site) to encourage active travel?
- Does the movement network both within the garden village and its immediate connections will encourage low traffic speeds?
- Is the whole village network development designed for 20 mph speed?
- Has the role, function, and character of Burtree Lane been reviewed (as a Character Area)?
- Will a frequent local bus service linking the site to the town centre and other key destinations be available as the first houses are occupied in Phase 1?
- Has provision for a new Burtree Village Rail Station on the Bishop line at the eastern edge of the Garden Village been incorporated in both design and delivery of the Masterplan?

- **Movement, Public Space and Street Typologies, Orientation /Wayfinding**

- Is there a legible and permeable network of streets with a clear street hierarchy, including a network of tertiary streets of varying character that create walkable and cycle-able routes?
- Is (are) the Main Village Street(s) designed to 20mph, with appropriate physical and perceptual measures to keep speeds low, accommodate local buses, include bus stops and be a maximum 6m width?
- Are the secondary streets designed for and limited to 20mph and 5 metres width?
- In the Tertiary Streets is the use of culs-de-sac minimised and where they are used is connectivity for pedestrians and cycles ensured?
- Is there Filtered permeability throughout the network to design out rat- running, create a low traffic environment around homes whilst still allowing pedestrian and cycle movement?
- Has the cycle network been designed following the guidance in LT1/20?
- Are cycle routes safe, overlooked, and lit connecting as directly as possible the tertiary street network to key destinations both within and the Garden Village Masterplan Boundary?

- Do the routes complement / extend Darlington's (Tees Valley) strategic cycle network?
- Do streets and paths connect people to places and public transport services in the most direct way, making walking feel like an instinctive choice for everyone undertaking short journeys (such as the school run or older generations accessing local facilities and services)?
- Are safe and convenient pedestrian and cycle crossings provided at regular intervals including informal and formal provision to enable everyone to cross the road safely, directly, and without delay?
- Do signalised crossings should allow for appropriate crossing times?
- Are main and secondary roads pinched to create short crossing widths?
- Are there adequate places to sit, space to chat or play within the street?
- Do pavements and cycleways continue across side streets?
- Have private drives - which frustrate pedestrian and cycle movement - been discouraged?

- **Public Space**

- Are there well-located public spaces, with trees and other planting, that support a wide variety of activities and encourage social interaction, to promote health, well-being, social and civic inclusion?
- Is there a hierarchy of formal and informal spaces that form a linked network ranging from large and strategic to small and local spaces, including parks, squares, greens, and pocket parks?
- Will the public spaces feel safe, secure, and attractive for adjacent residents and users?
- All streets and routes will pass in front of people's homes rather than to the back of them – creating a well overlooked public realm.
- Are the needs of people with disabilities particularly visually impairment adequately addressed in areas where the design of shared space removes or reduces the distinction between the pavement and carriageway?

- **Orientation/wayfaring**

- Is it easy to find your way around with a simple connected street pattern, with streets that are straight and as direct as possible?
- Have street types, buildings typologies, building to street relationships, spaces, non-residential uses, landscape, water, boundary treatments and other legible features been used to help people create a 'mental map' of a place?
- Is street and space character varied to help people find their way around?
- Are there navigable features to help those with visual, mobility or other limitations?

- **Development**

- Are proposals for the management and maintenance of buildings, spaces, and places in place?
- Do the proposals demonstrate adaptability: so that places can change gradually without comprehensive redevelopment?
- Is there likely to be a sense of ownership so people care for their buildings and spaces?
- Is RIBA Climate Challenge 2030 met?
- Reducing the need for energy first (for example through insulation).
 - Ensuring that technology within the building is energy efficient.

- Using renewables where possible.
- And then if all those are not possible using fossil fuels in the cleanest way possible (increasingly this last option will not be available) as regulations change to meet carbon neutral targets.
- Re-using buildings and materials on site reduces embodied carbon.
- Ensuring developments are robust and adaptable so they will not have to be redeveloped for a long time also helps reduce long-term energy consumption.
- New construction technologies (such as off-site manufacture) may help to improving efficiency and productivity as well as the energy efficiency of new homes.
- Do the proposals:
 - Optimize Site Potential.
 - Optimize Energy Use.
 - Protect and Conserve Water.
 - Optimize Building Space and Material Use.
 - Enhance Indoor Environmental Quality (IEQ)
 - Optimize Operational and Maintenance Practices.
 - Take Full Advantage of the Sun
 - Careful consideration of corner buildings
 - Existing land features and levels dictate the building designs?

- **Northern Boundary**

- Minimise urbanisation of Burtee Lane.
- Retain the country lane character .
- Treat the northern entry point as the arrival to a rural village.
- Avoid formality.

- **Southern Boundary**

- Provide a distinctive southern gateway arrival with houses fronting on.

- **Western Boundary**

- Consider the journey to Darlington and range of visual experiences from the A1(M) and A68 .
- Consider carefully the design of acoustic measures and buffer treatments from the A1(M) .
- Consider views from Burtree Garden Village outwards towards moving vehicles..

- **Eastern Boundary**

- Carefully consider the visual interface with Whessoe Road to minimise negative visual impacts .

- **Central / Village Green**

- Demonstrate links to local character for example rural, leafy, spires.
- Incorporate Garden Village character elements including edible landscapes.
- Protect and celebrate mature landscape features.

- **Character Area (CA1) - 'Faverdale North Extension'**

- Does this part of the first phase of development set the quality benchmark for the garden Village as a whole?
- Does the access into the Garden Village from Rotary and therefore the first views up the North South Village Street shout out that this is somewhere different? A new place where quality is evident throughout?
- Is there a well- connected street and path network that provides opportunities for these to be extended into future adjacent character areas?
- Are safe and direct walking and cycling links available to services and facilities outwith the village available to encourage active travel behaviour from the outset?
- Does the employment zone face inwards towards the Village and connect both visually and physically providing pedestrian and cycle access routes into the village on the north and west sides?
- Do the buildings in the employment zone complement the quality of the residential development and has the opportunity presented by the greenspace to the west of the employment area greenspace to have high quality commercial development in a parkland setting been taken?
- Has the Green/ blue infrastructure been strengthened and in particular has the Central North South Green Corridor established as part of phase 1?
- Has the opportunity to provide a footway/cycleway access to (and safe crossing of) Rotary Way in the area of the watercourse been investigated?
- Are 'Play on the Way' features provided on pedestrian and cycle routes to Forrest School to encourage active travel?
- Do the highway drainage arrangements relate to the SuDS Strategy for the GV as a whole?

- **Character Area (CA 2) - 'Whessoe Grange North'**

- As the main entry to the site from the north, the space, the highway, footpaths and related landscaping is generously proportioned.
- Gaps in the building line minimised (approximately under 80% of frontage)
- Properties in adjacent development parcels avoid turning their backs towards the primary access route.
- The focal space has a surrounding visually strong and robust development backdrop to signify its importance.
- Area has a slightly more urban feel being the main village core.
- Build-up of development density on units facing the N-S main street .
- Entry markers incorporated to confirm arrival to the core of the Greater Faverdale site and signifier of arrival at the village "centre".
- Orientation markers on way out from core – to give confidence to the traveller.
- Strong public realm character & designs.
- Street furniture design choice emphasises this is the core, though the materials and fonts being less rural in character.
- Opportunity taken to a high-quality tree lined linear space, potentially with the n/s footpaths setback from the carriageway by a planting margin.
- Build-up of scale in spaces and buildings with housing fronting onto the space.

- **Character Area(CA3) – “Whessoe Grange Park”**

- Sub-divide Burtree Park into sub character areas .
- Deliver legible links and connections with distinctive gateway points.
- Retain, protect and correctly manage the Great Crested Newt breeding pond .
- Provide bespoke artworks, interpretation and play with reference to local features.
- Provide destination elements such as an events area .
- Ensure furniture and palette is coherent and in keeping with the natural/ village setting.
- Provide a separate and signed ‘dog off lead’ space .
- Integrate routes and features to promote healthy lifestyles for all ages.
- Communicate amenities to residents e.g. maps, signage.

- **Character Area (CA4) – “Burtree Dene Beck”**

- Has the Dene Beck treed water course been made into a principal focus for the local route network and the main visual feature for the new neighbouring housing?
- What is the relationship of the new landscape structure and development parcels to the A1 (M) and A68 on the western and south western perimeters and will it fully mitigate the potential traffic noise and air pollution?
- Are there a range of lower density development plots in relation to the W and SW perimeter boundaries with potential for some self-build plots?
- Is there an allocation of space for communal allotments with potential to be a buffer also to the neighbouring main roads?
- Have the two groups of existing farm buildings – Bottom House and Holly House Farms respectively -been retained and incorporated as features within the proposed masterplan?
- Do the pedestrian/cycle routes link to the key destinations in a legible and direct way including the neighbouring Whessoe Grange North CA2 and Faverdale North Extension CA1?
- Has the PROW route been enhanced and made a feature in relation to the neighbouring new residential parcels?

- **Character Area (CA5) – “Whessoe Grange East”**

- Is there a clear visual connection to and relationship with the feature Whessoe Grange Farm group and related Whessoe Wood abutting the western edge - which are to be retained in the adjacent CA2 Whessoe Grange North?
- Has a clear and direct footpath/cycle connection been made through to the proposed employment sites on the eastern part of the garden village; onto any future new station on the existing Bishop Line railway; together with links to the prospective Stockton and Darlington Heritage Railway path on the eastern perimeter and a dedicated future strategic cycle route to the north east ?
- Is there an allocation of space for communal allotments potentially as a buffer between the residential and employment uses?
- Are there a range of development plots that specifically address the transition between business and residential with potential also for some self-build plots?
- Has a distinctive identity been created within the masterplan to differentiate this character area from its neighbours reflecting also the existing landscape pattern?
- Is there a coherent landscape treatment relating to the future underground powerline reservation strip that runs through the character area?

- **Character Area (CA6) – “Burtree Lane”**

- Has the existing lane with its present distinctive hedge and planting edge been maintained to provide an appropriate rural setting for the new garden village to the south?
- Have the alterations to the lane to facilitate access into the respective character areas to the south – Burtree Dene Beck CA4; Whessoe Grange North CA2; and Whessoe Grange East CA5 – been achieved by an integrated design approach and not solely a highway solution to the exclusion of landscape and urban design requirements?
- Does the proposed traffic speed hierarchy for the lane reflect in a positive way the setting of the new garden village enabling new dwellings to face outwards and avoid solely orientated back gardens?
- Are there sufficient safe crossings points along the lane to maintain and improve north-south connections between the new garden village and its rural hinterland ?

- **Character Area (CA7) – “High Faverdale**

- Has a distinctive arrival space been created when approached along the new southern street connection into the new garden village from Rotary Lane?
- Does it respond to the retained High Faverdale Farm buildings and provide a beneficial future use and setting for this group ?
- Has a distinctive identity been created within the masterplan to differentiate this character area from its neighbours reflecting also the existing landscape pattern?
- Is there a legible location for related mix of uses including the new primary school and local retail units as well as supporting residential typologies including retirement village, living over the shop etc.?
- Do the pedestrian/cycle routes link to the key destinations in a legible and direct way including the neighbouring Whessoe Grange Park CA3?
- Is there a coherent landscape treatment relating to the future underground powerline reservation strip that runs through the character area?

- **Dwellings**

- Do the local character studies inform the design to create a sympathetic yet contemporary scheme?
- Is the building form and orientation driven by context both historical and environmental?
- Are corner houses carefully considered and designed as such?
- Are there active ground floors to the houses and street?
- Are Minimum Space Standards met?
- Has external spaces and storage been integrated into the design?
- Are high quality materials being used?
- Is there adequate daylight to habitable rooms?
- Have innovative construction techniques been implemented. MMC etc.?
- Have a mix of housing such as Self build, Custom Build been incorporated into the scheme?

- **Landscape**

- Demonstrate how gardens and edible landscapes can be successfully delivered at Greater Faverdale new garden village including allocated community allotment space .
- Demonstrate how gardens and edible landscapes can be successfully delivered at Greater Faverdale Garden Village.
- Has a baseline biodiversity calculation been done for future comparison?
- Have the best elements of the existing landscape been accurately identified on the plan and captured accurately within a defined critical landscape structure?
- Does the critical landscape structure include important protected trees and habitats with protection zones?
- Will the proposed site levels be achievable while preserving the critical landscape structure?
- Has the critical landscape structure been preserved as per the original intention? (To be checked at every stage of approval)
- Does the scheme and levels design successfully integrate old hedgerows and trees?
- Have play, interpretation and artworks been integrated creatively and bespoke to this site?
- Has provision for health wellbeing and exercise been demonstrated with reference to all ages and abilities?
- Is there a strategy for soils handling and management to preserve topsoils?
- Have water, ecology and landscape been considered holistically and captured in a blue green infrastructure strategy?
- Has an allotment strategy been developed in consultation with Darlington Borough Council?
- Have landscape and visual impacts been successfully avoided or mitigated?
- Has the long term landscape and biodiversity management been planned and costed and will local residents be involved?
- Will the proposals bring about a 10% Biodiversity Net Gain?
- **Waste, Recycling and Utilities**
 - Are refuse stores, recycling facilities, meter boxes, pipes, flues and vent well integrated into the overall scheme.
 - Is there High speed (Ultrafast giga byte) broadband connectivity to all homes and businesses?
 - Is there good provision for active and passive Electric Vehicle Charging points?
- **Surface Water Drainage and SUDS**
 - Is the system future proofed – designed to be resilient, allows for changing demographics, future growth, and the impacts of climate change including flood risk?
 - Has the design process researched and responded to how water flows and nature moves across the site and the wider surroundings?
 - Has creative surface water management such as rills, brooks and ponds been included to enrich the public realm and help improve a sense of wellbeing and offer an interaction with nature?
 - Has the surface water drainage strategy for the Site been designed to meet the flood risk requirements of the Environment Agency and include proposals for a surface water drainage system based on the four key SuDS principles and will comply with best practice guidance as described in The SuDS Manual C753, CIRIA?
 - Has the SuDS been designed to manage stormwater locally (as close its source as possible), to mimic natural drainage and encourage its infiltration, attenuation, and passive treatment?
 - Do the proposals for the first phase of development -the North South link road relate to the SuDS strategy for the site as a whole?

- **Lighting Strategy**

- Does the lighting minimise energy consumption and avoid light pollution using high quality efficient lighting systems?
- Is the lighting strategy responsive to the surrounding environment and avoid adverse effects on existing and future ecological habitat areas?
- The design of lighting on adoptable public highway must comply with the specifications of Darlington's adoptable standards.
- Pedestrian and cycle routes must be lit to enable use at all times of the day.

- **Parking Checklist**

- Cycle Parking: Standards and Design Requirements

- Has cycle parking been designed as an essential component of the development and located in both key public spaces, outside destinations, such as schools and within private residences?
- Are there separate visitor spaces?
- Is there at least storage for one cycle where it is as easy to access as the car?
- Is there secure and overlooked cycle parking that is as close to (if not closer) than car parking spaces (or car drop off bays) to the entrances of schools, shops, rail station and other services and facilities?
- Is there generous scooter and cycle parking at the school?

- Vehicular Parking: Standards and design Requirements

- Does the design anticipate realistic levels of car parking demand, guarding against displaced and anti-social parking?
- On the Main Village Streets there will be no allocated parking, there will be no access to private parking areas, drives or garages.
- Has direct access to private on plot parking areas, drives and garages been avoided on Secondary Village Streets. Where access drives are unavoidable, they must serve a number of properties and must not affect the continuity of tree planting and footway/cycle way routes. Apart from this restriction, there may be some visitor non-dedicated parking, as well as on-street parking for residents.
- In the residential areas is convenient car parking integrated into the street environment providing a positive environment with generous landscaping to settle frontage parking in the street (e.g. providing green relief equivalent to one parking bay every 4-5 bays).
- Small and overlooked lit parking courtyards only permitted where properties are in courtyard and with groundfloor habitable rooms. Garages will not be relied on for everyday car parking.
- Is there active and passive Electric Vehicle Charging (see utilities)?

- **Social Value**

- Reference DBC preferred social value guidance.

- **Legacy Checklist**

- Reference Gov.uk Garden Communities toolkit especially Legacy/Stewardship sections

Contributors

design**ne** team

Tony Wyatt	Project lead
John Devlin	Chair design ne ltd
Alan Wann	
Chris Gill	
Ros Southern	
Dan Kerr	

About us:

design**ne** is the design review and project enabling service for the north-east of England, and offers independent, impartial, objective advice to clients on issues relating to the built environment. It is a profit-for-purpose company which attempts to raise the bar on design quality and sustainability of proposed developments. In terms of sustainability we mean financial, physical, social and economic sustainability – a balanced, broad spectrum approach which acknowledges the realities of developing in the north-east of England arising from its underlying economy. design**ne** deploys a range of tools to deliver services to clients, including Design Reviews, Project Enabling, Training, and acting as “critical friend” in supporting clients think-through and review strategic and tactical matters relating to their built environment and project viability issues. Gateway Reviews are also offered for projects, to confirm readiness to commit to the next stage of investment. We maintain a Panel of 30+ Built Environment Experts – from seasoned professionals to up-and-coming professionals at the leading edge of their disciplines - and across the spectrum of built environment professions. Our services include expertise on project and programme management and funding and assistance in partnership negotiations. Our aim is to assist our clients successfully launch schemes and initiatives which are the best that they possibly can be. You can find out more about our services at www.designltd.com.



WHTBD

What Has To Be Done....to this document:

1. Change cover picture
2. Insert areas map
3. Slightly more para numbering to assist navigation
4. Add-in photos of good/bad local examples
5. Words on allotments (allotments)
6. Character area/checklist alignment
7. Change names of character areas to better locate them in local parlance
8. Update version numbers on front cover & footer
9. Re-paginate & cross-check.
10. North points on maps
- 11.
12. Section 6 Workbook:
 - a. Add front cover with:
 - i. Project name
 - ii. Assessors name
 - iii. Assessment date
 - iv. Name of applicant
 - v. Name of lead consultant
 - vi.

End.

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ECONOMY AND RESOURCES SCRUTINY COMMITTEE **10 September, 2020**

INVESTMENT FUND - UPDATE

SUMMARY REPORT

Purpose of the Report

1. To consider progress against the agreed investments being funded through the Investment Fund.

Summary

2. Attached at **Annex 1** is a report of the Managing Director which is being considered by Cabinet at its meeting on 15 September, 2020 in relation to progress against the agreed investments being funded through the Investment Fund

Recommendation

3. It is recommended that Members consider the attached report and forward any views to Cabinet for consideration.

Paul Wildsmith
Managing Director

Background Papers

No background papers were used in the preparation of this report.

S17 Crime and Disorder	There are no specific crime and disorder implications in this report.
Health and Well Being	There are no issues relating to health and well being which this report needs to address.
Carbon Impact and Climate Change	There are no specific carbon impact issues in this report.
Diversity	The report does not contain any proposals that impact on diversity issues.
Wards Affected	All wards are affected.
Groups Affected	No specific groups are particularly affected.
Budget and Policy Framework	This decision does not represent a change to the budget and policy framework.
Key Decision	The report does not require a key decision.
Urgent Decision	The report does not require an urgent decision.
One Darlington: Perfectly Placed	The subject matter of the report, the Councils financial standing and financial management, is critical to delivery of the SCS, but this report does not contain new proposals.
Efficiency	The report contains updated information regarding efficiency savings contained in the MTFP.
Impact of Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers

CABINET
15 SEPTEMBER 2020

INVESTMENT FUND UPDATE

**Responsible Cabinet Member - Councillor Charles Johnson,
Resources Portfolio**

Responsible Director - Paul Wildsmith, Managing Director

SUMMARY REPORT

Purpose of the Report

1. To update Cabinet on progress against the agreed investments being funded through the Investment Fund.

Summary

2. In November 2016 the Council established an investment fund to be used for innovative investment opportunities beyond the traditional Treasury Management Strategy in order to achieve greater returns given the low returns on investment.
3. The fund provision of £50m is being utilised as envisaged in the original reports to Council to include Joint Venture (JV) vehicles and economic regeneration initiatives. Returns on joint ventures are anticipated to be over £4m.
4. The COVID-19 pandemic has had an impact on a few of the schemes within the investment fund with timescales extended in a number of areas. The Joint Venture housing sites were closed down on the 25 March 2020, however the sales teams continued to operate virtually online through the period and new sales were taken during lockdown. All the sites are now up and running and adhering to social distancing and safety measures.
5. The fund is currently being used on eight schemes detailed in the report.

Recommendation

6. It is recommended that Cabinet :-
 - (a) Note the use of the Investment Fund and the returns achieved through the joint venture vehicles.
 - (b) Approve the change of Gross Profit margin acceptable for a development in the DBC/Esh joint venture as noted in **Appendix 1** (Part III).

Reasons

7. The recommendations are supported :-

- (a) To keep Cabinet informed of progress made on opportunities undertaken and investment returns.
- (b) To increase development opportunities and ultimately income for the Council.

Paul Wildsmith
Managing Director

Background Papers

Council report – 24 November 2016 – Investment opportunities

Council report – 29 November 2018 – Investment opportunities update and request to increase the fund.

Elizabeth Davison : Extension 5830

S17 Crime and Disorder	No impact as a result of this report
Health and Wellbeing	No impact as a result of this report
Carbon Impact	No impact as a result of this report
Diversity	No impact as a result of this report
Wards Affected	No impact as a result of this report
Groups Affected	No impact as a result of this report
Budget and Policy Framework	There is not impact on the budget or policy framework.
Key Decision	This is not a key decision
Urgent Decision	This is not an urgent decision
One Darlington: Perfectly Placed	No impact as a result of this report however the use of the fund is likely to enhance the Borough's economy.
Efficiency	The utilisation of the Investment Fund is likely to increase Council income.
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers

MAIN REPORT

Background

8. In November 2016 Council agreed to the establishment of a Capital Investment Fund and following the successful implementation agreed to increase the fund to £50m on 29 November 2018.
9. It has been agreed the fund is recyclable so as the life of an investment comes to an end and repayment is made it will be recycled back into the investment fund for further utilisation. Any future scheme would of course still require a full detailed business case report to Cabinet.
10. Since the establishment of the fund, Cabinet have agreed to 10 uses of the fund, two of which have completed and the funding recycled, one having been repaid (Eastbourne JV) and one where the guarantee is no longer required (Darlington Sports Village £2.1m). The remaining eight are summarised below:-

Investment	£m's	Cabinet Agreement Date
Markets (MAMD Ltd)	1.80	20/06/2017
Neasham Road: Linked to Relocation of Cattle Mart	3.14	06/03/2018
Feethams House	2.63	06/03/2018
JV - West Park	12.00	03/04/2018
JV - Heighington	6.10	29/06/2018
JV - Heighington repaid to date	-1.70	
JV – Middleton St. George	4.70	08/01/2019
JV – Esh/DBC JV Limited	9.50	03/12/2019
Land acquisition - Faverdale	1.30	31/03/2020
Total	39.47	

Investment update

Market Asset Management

11. In 2017 the Council entered into a lease with Market Asset Management Ltd (MAM) for the management, refurbishment of the Victorian Indoor Market and the management and improvement of Darlington's outdoor market. As part of the lease MAM are obliged and committed to invest £1.5m (plus VAT) in repairs to the roof and structure of the building and improvements to the mechanical and electrical supplies, ventilation and heating system. A loan of £1.8m was made available to MAM to assist with the upfront expenditure and this is being repaid at state aid compliant rates which will benefit the Council to the tune of around £0.278m.
12. Since the last report in July 2019 there has been a re-design of the proposals to reflect the ambition of ensuring the market becomes a focal point within the town. The project features installation of a bio-mass heating system and the re-

development and re-purposing of approximately one third of the market hall to provide a street food scene, bar and events stage, an enhanced entrance and additional public toilets. MAM will produce and manage a full events diary and focus efforts on driving family-based evening economy to benefit the market and the wider town-centre and to dovetail with ongoing improvements to the outdoor markets and enhance events programme, which are all set to continue. Further phases include will involve a face-lift to the remaining shop floor of the market providing a more exciting place to shop and a mezzanine level business centre.

13. An important element of the overall re-development will be the installation of a temperate garden on the eastern facing elevation of the building, adjacent to the market square. This exciting development will include the construction of a new temperate garden and redevelopment of large sections of the market vaults into a bar and restaurant. This investment will act as a real catalyst in ensuring that Darlington town centre becomes a regional attractor for visitors across the Tees Valley, Durham and North Yorkshire.
14. Whilst the Scheme timescales have been impacted by COVID, it is now on track with the roof works starting and the tendering and procurement exercised for the main refurbishment, and alterations are in progress with the work due to commence in January 2021. A more detailed report on the scheme is on the Cabinet agenda.

Neasham Road: Linked to Relocation of Cattle Mart

15. In March 2018 Cabinet agreed to purchase the land at Neasham Road from the Darlington Farmers Auction Mart and others that would help to facilitate the move out of the town centre. It has been a priority for the Council for a number of years as it was recognised that the current location is unsuitable for a Mart operation, undesirable in the context of wider regeneration opportunities, impacts on the neighbourhood around Bank Top, and furthermore is constraining DFAM's growth opportunity. The acquisition of the land at Neasham Road not only assists with this priority but also subject to planning enables the Council to bring forward significant additional development of affordable and social housing to meet an identified need within the borough
16. £3.14m was allocated from the investment fund being the balance of funding required for the move. The funding will be repaid from future Section 106 receipts from affordable housing along with any capital receipts received from the site. This scheme has now received planning permission and a full report on the scheme is provided on the Cabinet Agenda.

Feethams House

17. The Feethams area has seen significant regeneration activity and change in the last five years, with one key gateway site remaining undeveloped. Darlington Town centre is poorly served with Grade A office accommodation and the establishment of Grade A office accommodation in the town centre has always been seen as the final piece in the Feethams Strategy. In March 2018, Cabinet agreed to allocate £2.63m from the investment fund, being the balance of funding on the Feethams House Office development, ERDF and TVCA monies make up the remaining cost. The Council funding represents borrowing and the borrowing costs will be repaid from rentals when the building is occupied.

18. The building has now been completed and office fit out is in progress for the first of the tenants, Deep Ocean who are anticipated to be in situ by September 2020. To date, two tenants have been secured and work is ongoing to attract further occupiers. The Coronavirus pandemic has impacted slightly on the timeframe, however there is positive interest from several parties which are being pursued.

West Park Joint Venture

19. The Council entered into a Joint Venture Company with our framework partners to build and sell houses at West Park and agree funding of £12m to facilitate this. The scheme is part of the larger West Park Village and will be completed over a seven-year period. The Council is anticipated to receive a pre-tax profit on the venture of £1.686m and further surplus on interest payments from the loan of over £0.7m.
20. As with all the Joint Venture housebuilding, the site closed down for a period during lockdown but is now up and fully operational with social distancing measures in place. The venture is still in its early stages however all the infrastructure has now been completed and at the time of writing 19 plots have already been reserved off plan.

Heighington Joint Venture

21. Cabinet approved £6.1m to establish and fund a joint venture company to acquire the site and bring forward a residential development of 43 homes in Heighington. The site is nearing completion with £1.7m of the loan having been repaid. It is anticipated this will be fully repaid by the financial year end. At the time of writing 17 properties have exchanged with a further eight reserved and the scheme is on track to deliver the pre-tax profit anticipated. There has been no change to programme despite COVID-19. The Council is due to receive a surplus on the loan interest of £0.190m and a pre-tax profit on the scheme of £0.677m.

Middleton St. George Joint Venture

22. In January 2019 Cabinet approved the establishment of a Joint Venture company to provide the infrastructure, build and sell 55 new homes private sale and affordable in Middleton St George. To date five plots have sold, 10 exchanged and a further seven reserved. The original forecast for completions this year has been reduced due to site closure and the inability to build all of the plots in the anticipated timescale. These plots have been moved back into 2021 when the whole scheme is anticipated to be completed. Whilst there is a cashflow impact of the delay the anticipated profit remains at the original level with a pre-tax profit of £0.594m and a surplus on the loan of £0.170m.

Esh DBC JV Limited.

23. Building upon the success of the Esh/DBC Joint Venture Housing Companies, Cabinet approved the establishment of a joint venture company in December 2019 to provide the infrastructure build and sale of homes under an investment programme within the North East under the company name Esh DBC JV Limited.
24. This company takes a longer-term view and is not site specific which enables funds to be reinvested over a longer term. All sites are subject to qualifying investment

criteria for residential development and it is envisaged the sites would be outside the boundaries of Darlington but within the North East region.

25. The company is based on a 50:50 split between the Council and Esh Homes Ltd with the company delivering profits equally the two parties. The estimated average pre-tax profit share for the Council per annum is £1m however cashflows will be recycled into new land and WIP until year four when the first dividend of £1m is anticipated.
26. The company is in its infancy however one site has just been purchased for the development of 75 houses in the Gateshead area.
27. As part of the governance of the JV in regard to suitability of sites and the investment criteria, a level of Gross Profit (GP) was agreed. Following review of Darlington other JV Companies, it is felt this level is too high in the prevailing market and is precluding the JV from a number of opportunities. The land market had tightened since COVID-19 and it would be prudent to react to these market changes now to ensure we have a wider choice of sites. A change in the level of GP at appraisal stage is proposed and noted in the Appendix 1 which is a Part III item.

Land Purchase – Land at Faverdale - St Modwens

28. An opportunity arose to purchase the 74 acres of land for employment use to the east of Faverdale East Business Park which Cabinet approved in March 2020. This is part of a long-term strategy for opening up land for development and the acquisition has now taken place.

Summary

29. The investment fund has been used for 10 schemes to date two of which have been recycled back into the fund.
30. The agreed Investment fund of £50m has a commitment against it of £39.47m leaving a balance of £10.53m uncommitted albeit there is a paper on the Cabinet agenda in regard to a Neasham Road JV which would call on this facility if agreed.
31. The investment fund is being utilised as envisaged facilitating wide economic benefits as well as a direct positive impact on the Councils financial position.

By virtue of paragraph(s) 7 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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ECONOMY AND RESOURCES SCRUTINY COMMITTEE 10 September 2020

ECONOMY AND RESOURCES SCRUTINY COMMITTEE – WORK PROGRAMME

SUMMARY REPORT

Purpose of the Report

1. To consider the work programme items scheduled to be considered by this Scrutiny Committee during the next Municipal Year and to consider any additional areas which Members would like to suggest should be included.

Summary

2. Members are requested to consider the attached draft work programme (**Appendix 1**) for the next Municipal Year which has been prepared based on Officers recommendations and recommendations previously agreed by this Scrutiny Committee.
3. Once the work programme has been approved by this Scrutiny Committee, any additional areas of work which Members wish to add to the agreed work programme will require the completion of a quad of aims in accordance with the previously approved procedure.

Recommendation

4. Members are requested to consider and approve the attached draft work programme as the agreed work programme and consider any additional items which they might wish to include.

**Paul Wildsmith
Managing Director**

Background Papers

There were no background papers used in the preparation of this report.

Shirley Wright: Extension 5998

S17 Crime and Disorder	This report has no implications for Crime and Disorder
Health and Well Being	This report has no direct implications to the Health and Well Being of residents of Darlington.
Carbon Impact and Climate Change	There are no issues which this report needs to address.
Diversity	There are no issues relating to diversity which this report needs to address
Wards Affected	The impact of the report on any individual Ward is considered to be minimal.
Groups Affected	The impact of the report on any individual Group is considered to be minimal.
Budget and Policy Framework	This report does not represent a change to the budget and policy framework.
Key Decision	This is not a key decision.
Urgent Decision	This is not an urgent decision
One Darlington: Perfectly Placed	The report contributes to the Sustainable Community Strategy in a number of ways through the involvement of Members in contributing to the delivery of the five themes.
Efficiency	The Work Programmes are integral to scrutinising and monitoring services efficiently (and effectively), however this report does not identify specific efficiency savings.
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers

MAIN REPORT

Information and Analysis

5. The format of the proposed work programme has been reviewed to enable Members of this Scrutiny Committee to provide a rigorous and informed challenge to the areas for discussion.
6. Each topic links to the outcomes and the conditions in the Sustainable Community Strategy – One Darlington Perfectly Placed :-

SCS Outcomes :	Three Conditions :
Children with the Best Start in Life	Build Strong Communities
More Businesses more jobs	Grow the Economy
A safe and caring community	Spend Every Pound Wisely
More people caring for our environment	
More people active and involved	
Enough support for People when needed	
More people healthy and independent	
A place designed to thrive	

7. In addition, each topic links to performance indicators from the Performance Management Framework (PMF) to provide robust and accurate data for Members to use when considering topics and the work they wish to undertake.

Forward Plan and Additional Items

8. Once the Work Programme has been agreed by this Scrutiny Committee, any Member seeking to add a new item to the work programme will need to complete a quad of aims. A revised process for adding an item to a previously approved work programme, has been agreed by the Monitoring and Co-ordination Group.
9. Details of the items included on the Forward Plan has been attached at **Appendix 2** for information.

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APPENDIX 1

ECONOMY AND RESOURCES SCRUTINY COMMITTEE WORK PROGRAMME

Topic	Timescale	Lead Officer	SCS Outcome	Darlington Conditions	Scrutiny's Role
Performance Management Framework	Six monthly reports to be submitted to meetings of this Scrutiny Committee	Relevant Assistant Directors	A place designed to thrive	Spend Every Pound Wisely	To provide Members with an update regarding the Performance Management Framework.
Medium-Term Financial Plan	Quarterly monitoring reports to be submitted to meetings of this Scrutiny Committee Quarter 2 – 5 November 2002 Quarter 3 – 4 February, 2020	Elizabeth Davison	A place designed to thrive	Spend Every Pound Wisely	To contribute and challenge the Medium Term Financial Plan and assist with the implementation and development of the required savings
Capital Programme and project Position Statement	Quarterly monitoring reports to be submitted to meetings of this Scrutiny Committee Quarter 2 – 5 November 2020 Quarter 3 –4 February 2020	Brian Robson	A place designed to thrive	Spend Every Pound Wisely	To look at the position

Topic	Timescale	Lead Officer	SCS Outcome	Darlington Conditions	Scrutiny's Role
Complaints, Compliments and Comments - Annual Report 2019/20	Item elsewhere on this agenda	Lee Downey	A place designed to thrive		To consider the 2019/20 Complaints, Compliments and Comments Annual Report and forward any view to Cabinet
Complaints Made to Local Government Ombudsman	Item elsewhere on this agenda	Lee Downey	A place designed to thrive		To consider the outcome of cases which have been determined by the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman (HO) and forward any view to Cabinet
Greater Faverdale (Burtree Garden Village) - Design Code –	Item elsewhere on this agenda	Mark Ladyman	A place designed to thrive	Build strong communities Spend every pound wisely Grow the economy	To consider the Greater Faverdale (Burtree Garden Village) – Design Code for the Masterplan Area of Greater Faverdale and forward any view to Cabinet
Allocation of Section 106 Monies	All Member briefing to be arranged Updates to be given November 2020 June 2021	Dave Coates	A place designed to thrive	Spend every pound wisely	To look at the information currently available in relation to Section 106 Agreements
Investment Fund	Item elsewhere on this agenda	Elizabeth Davison	A place designed to thrive	Grow the Economy	To consider progress against the agreed investments being funded through the Investment Fund.

Topic	Timescale	Lead Officer	SCS Outcome	Darlington Conditions	Scrutiny's Role
Broadband Infrastructure in Darlington 2012-20	To be programmed	Jochen Werres	A place designed to thrive	Grow the economy	To scrutinise progress of the Broadband Delivery (BDUK) and Local Full Fibre Network (LFFN) programmes
Economic Strategy	To be programmed	David Hand	More businesses, more jobs	Grow the economy	To scrutinise progress of the Strategy Action Plan against outcomes and understand relationship with Tees Valley SEP and Local Plan.
Housing Strategy	To be programmed	David Hand	A safe and caring community A place designed to thrive	Build strong communities Spend every pound wisely Grow the economy	To scrutinise progress of the Strategy Action Plan against outcomes.
Climate Change	5 November 2020	Chair of the Working Group (Councillor Lee)	A safe and caring community More people caring for our environment	More People Caring for our Environment	To update on the work of the Review Group
Towns Fund	To be programmed Briefing to be given to all Members – September 2020	Mark Ladyman	A place designed to thrive	Grow the economy	To update Scrutiny on the investment plan
Council Tax Support Scheme	To be programmed	Anthony Sandys	One Darlington Perfectly Placed	Spend Every Pound Wisely	To look at the proposed Scheme
Medium-Term Financial Plan	December - January	Elizabeth Davison	One Darlington Perfectly Placed	Spend Every Pound Wisely	To provide a response to Cabinet on the proposals in

Topic	Timescale	Lead Officer	SCS Outcome	Darlington Conditions	Scrutiny's Role
	<p>January – to consider any specific areas within the remit of this Scrutiny Committee</p> <p>January – to consider responses from all Scrutiny Committees and provide feedback to Cabinet.</p>				relation to the Medium-Term Financial Plan

FHR 001	DBC number of FTE working days lost due to sickness (excluding schools)
FHR 003	Number of reportable employee accidents / ill health
FHR 008	Number of complaints upheld by the Local Government Ombudsman/Housing Ombudsman
FHR 009	Number of complaints upheld by the Information Commissioner's Office
FHR 019	Staff turnover - Voluntary Leavers
HBS 002	Amount in £'s of Council Tax arrears collected
HBS 003	Amount in £'s of Housing Benefit overpayments recovered
HBS 009	% of Council Tax collected in year
HBS 010	% of Business Rates collected in-year
LGP 008	Contracted spend as a % of total non-salary spend
ECI 108	S.106 - Number entered into within current financial year

ECI 114	Total amount of S106 funding secured since 2010
ECI 115	S106 - Amount received [affordable housing/infrastructure/green space etc] since 2010
ECI 116	S106 - Total Amount outstanding [affordable housing/infrastructure/green space etc.] since 2010
ECI 117	S106 - Amount spent since 2010
ECI 130	% of Section 106 agreements signed within target time.

ARCHIVED ITEMS

Topic	Timescale	Lead Officer	SCS Outcome	Darlington Conditions	Link to PMF (Metrics)	Scrutiny's Role
Sickness Absence Year-end out-turn	Report circulated to Members (July 2020)	Helen Whiting	One Darlington Perfectly Placed	Spend Every Pound Wisely	FHR 001	To consider the year-end figures
Health and Safety Year end out-turn	Report circulated to Members (July 2020)	Joanne Skelton	One Darlington Perfectly Placed	Spend Every Pound Wisely	FHR 003	To consider the year-end figures

Title	Decision Maker and Date
Complaints Made to Local Government Ombudsman	Cabinet 15 Sep 2020
Agreed Syllabus for Religious Education	Cabinet 15 Sep 2020
Treasury Management Annual and Outturn Prudential Indicators 2019/20	Council 24 Sep 2020 Cabinet 15 Sep 2020
Regulatory Investigatory Powers Act (RIPA)	Cabinet 15 Sep 2020
Complaints, Compliments and Comments Annual Reports 2019/20	Cabinet 15 Sep 2020
Annual Review of the Investment Fund	Cabinet 15 Sep 2020
Faverdale Masterplan Report	Cabinet 15 Sep 2020
Darlington Borough Local Plan – Local Development Scheme	Cabinet 15 Sep 2020
Redevelopment of the Victorian Indoor Market	Cabinet 15 Sep 2020
Proposed Write-Off of Irrecoverable Debts 2019-20	Cabinet 15 Sep 2020
Exchange of Land at Whessoe Road and Drinkfield Marsh, Darlington	Cabinet 15 Sep 2020
Delivery of New Homes at Neasham Road - Joint Venture Proposal and Land Disposal	Cabinet 15 Sep 2020
Construction of Hybrid Business Innovation Centre - Central Park	Cabinet 15 Sep 2020
Schedule of Transactions	Cabinet 15 Sep 2020
Revenue Budget Monitoring - Quarter 2	Cabinet 10 Nov 2020
Project Position Statement and Capital Programme Monitoring - Quarter 2	Cabinet 10 Nov 2020
Council Tax Support - Scheme Approval 2021/22	Cabinet 10 Nov 2020
Skerningham Masterplan Report	Cabinet 10 Nov 2020
Rail Heritage Quarter Tenant Leases and Stockton and Darlington Railway Walking and Cycling Route	Cabinet 10 Nov 2020
Annual Procurement Plan 2020/21 - Update	Cabinet 10 Nov 2020
School Term Dates 2022/2023	Cabinet 8 Dec 2020
Climate Change Cross Party	Cabinet 8 Dec 2020

Working Group - Update	
Mid-Year Prudential Indicators and Treasury Management 2020/21	Cabinet 8 Dec 2020
Annual Audit Letter	Cabinet 8 Dec 2020
School Place Planning	Cabinet